



"Building strong, healthy, self-sufficient families since 1992"

Website: www.fscss.org

3545 7th Ave SW STE 200, Olympia, WA 98502

Phone: (360) 754-9297 Fax: (360) 943-1139

POSITION TITLE: Supported Housing Case Manager (Bilingual Spanish/English preferred)

REPORTS TO: Supportive Housing Program Manager

SALARY & BENEFITS: \$20.00-\$21.19 per hour DOQ. Benefits package includes medical, dental, vision, life, vacation, sick, and holiday leave.

HOURS: Full time 35 hours per week, Monday-Thursday 9am-5pm, Friday 9am-2pm. Occasional nights/weekends.

About Us: Family Support Center of South Sound is a nonprofit 501c3 multi-service agency located in Olympia, Washington, founded in 1992 to provide families and survivors of domestic violence, sexual assault, stalking, and human trafficking with coordinated supportive services in one centralized location with the mission, "*Working Together to Strengthen All Families*". Family Support Center seeks to build strong, healthy, safe, and hopeful families through collaborative programs and services, with the goal to reduce the impacts of family and child poverty, homelessness, and family violence in the South Sound community.

Position Summary: The Supported Housing Case Manager provides comprehensive case management support to chronically homeless families with children. The position works to assess the barriers the client and family have to acquiring permanent housing, setting individualized goals for the household, and action steps to achieve their goals. The case manager is responsible for working from a harm reduction, housing first approach. The case manager may work with community partners to secure housing for the household, as well as internal resources such as rapid re-housing, diversion, and other services.

Preferred Skills & Experience:

- Experience: A minimum of 1 year of experience working directly with families providing case management/home visitation /advocacy/resource and referral or related work experience
- Technology: Computer literacy; Proficiency in the use of Microsoft office programs
- Education: Bachelor's degree in social services or related field. May substitute education for comparable work experience.
- Bilingual Spanish/English
- Local work experience; familiarity with Thurston County social service resources
- Experience working with diverse populations
- Experience providing crisis intervention
- Experience working with survivors of domestic violence, sexual assault, stalking or human trafficking
- Transportation: Must have insured personal vehicle and be willing to travel locally

Licenses and Other Requirements:

- Washington State Driver's License
- Fully insurable driving record
- Ability to pass a comprehensive background check

Primary Responsibilities:

- Maintain a caseload of households authorized to receive Foundational Community Supports Supported Housing Services, specifically families with children.
- Work alongside families to establish goals, barriers that impact goal attainment, and action steps necessary to achieve goals. Keep goal plan updated and reflective of the needs and desires of the family.
- Provide ongoing case management support to assist family in achieving their goals, including identifying permanent housing options through internal and external referrals; this may include rapid re-housing, shelter, permanent supportive housing referrals, diversion, etc.

- Continue working with families in achieving other identified goals (employment, financial, education, etc.) while searching for housing, as well as once housing is secured. May follow families for up to one year after attaining housing.
- Meet with clients as often as necessary to evaluate progress in meeting steps in action plan, celebrate successes, provide comprehensive one on one support and advocacy to overcome challenges, and reassess and modifying goals as necessary to ensure success.
- Provide direct services to assist clients in meeting their goals. I.e.: assist in completing housing applications, providing direct landlord advocacy and coordination, rapid re-housing documents, completing credit repair tasks, and addressing other barriers to accessing housing.
- Develop and maintain relationships with faith based communities, schools, and other community partners who provide support to low income families; coordinate family services between multiple providers.
- Maintain accurate and thorough electronic files. Retain documentation and case notes of services provided as well as records that demonstrate the successful completion of goals. I.e.: copies of referral forms, completed housing applications, employment, or benefits applications; new hire letter, lease, etc. Ensure required program documentation is maintained (homeless verification, income verification, HMIS release form etc.)
- Maintain accurate files and documentation specific to Foundational Community Supports requirements, including authorizations, denials, Provider One information, etc.
- Exit clients from program if no contact for 60 days. Document a minimum of three attempts to make contact first (phone call, certified letter, home visit)
- Participate in agency's on-call rotation to provide backup support to volunteers in evenings; approximately 3-4 weeks per year.
- Represent Family Support Center at community meetings applicable to position, and report back to larger staff of community updates and resource availability
- Other duties as assigned

To apply for this position, please email your professional resume, cover letter, and contact information for three professional references to Natalies@fscss.org or fax documents to 360-943-1139 ATTN: Natalie Skovran, or mail to Family Support Center of South Sound 3545 7th Ave SW Suite 200, Olympia WA 98502. No phone calls.

Position open until filled.

Family Support Center is an equal opportunity employer and service provider. Family Support Center shall not discriminate against any person on the basis of any legally protected status including, but not limited to: age, citizenship, color, disability, health condition, ethnicity, marital status, national origin, religion, sex, or sexual orientation.