"Working Together to Strengthen ALL Families and Survivors"
Website: www.fscss.org
3545 7th Ave SW STE 200, Olympia, WA 98502
Phone: (360) 754-9297 Fax: (360) 943-1139

POSITION TITLE: The Landing Housing Case Manager (Bilingual English/Spanish preferred)
REPORTS TO: Direct Services Program Manager
SALARY: $27.30-$27.82 per hour
BENEFITS: Full benefits package including: medical, dental, vision, holidays (90 hours per fiscal year, days chosen by employee), vacation (2 weeks per year- accrued per hour worked), and sick leave (12 days/year- accrued per hour worked). 401k contributions after 1 year of employment.
HOURS: Full time 35 hours per week; typically, Monday-Thursday 9:00AM – 5:00PM, Fridays 9:00-2:00PM. Occasional nights/weekends.
LOCATION: This position is based at The Landing Apartments.

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 and Survivors*". 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 Housing Case Manager will provide case management and supportive services to families residing at The Landing, Family Support Center's 62-unit permanent supportive housing property. All households served at The Landing are formerly homeless and/or have fled domestic violence. The Case Manager will be onsite daily and will serve approximately 45 households providing support to help families stabilize and maintain housing, set and achieve goals, access community resources, and address housing-related needs. The Case Manager will work closely with residents, Family Support Center staff, community partners, and the property manager to problem-solve and collaboratively address challenges that arise, with the goal of promoting long-term housing stability and supporting the overall well-being of families residing at The Landing.

Preferred Skills & Experience:

- Bilingual English/Spanish
- 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.
- Local work experience; familiarity with Thurston County social service resources
- Experience working with diverse populations, providing crisis intervention, advocacy and case management
- Understanding and familiarity with best practices such as harm reduction, trauma informed care, low barrier services, housing first, and progressive engagement
- Experience working with survivors of domestic violence, sexual assault, stalking or human trafficking
- Transportation: Must have Washington State Driver's Licensed, insured personal vehicle and be willing to travel locally

Licenses and Other Requirements:

- Ability to pass a comprehensive background check

Primary Responsibilities:

- Maintain a caseload of families with children and survivors of domestic violence residing at The Landing property.
- Support with the initial move in requirements for The Landing including, but not limited to, acquiring necessary documents, completing Housing Authority of Thurston County voucher applications, attending voucher briefings, connection with onsite property manager for lease up, move in check list, etc.
- Create a client centered goal plan with each household. Include strategies and action steps needed to achieve the goals identified by the households.
- Utilize goal plan as an ongoing tool to guide case management service. Keep goal plan up to date and flexible to the needs and individual goals of each family.
- 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.
- 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.)
- Support households in accessing other Family Support Center programs and services in which they may be eligible for, in addition to community resources and supports.
- Remain knowledgeable about the project based voucher process, how to support households in requesting housing choice vouchers, etc.
- Support households in navigating landlord/tenant challenges by helping them understand and meet the requirements of their lease, while maintaining a positive and collaborative relationship with the onsite Property Manager. Work in partnership with the Property Manager to address concerns, resolve issues, and develop strategies that support households in maintaining compliance with lease terms and avoiding future violations.
- Work with households to maintain their unit and voucher; this may include support with a budget and plan to pay rent portion on time, maintaining utilities, and any Housing Authority of Thurston County documentation updates or appeal processes as needed, etc.
- Work alongside onsite Property Manager to create an inviting, family friendly environment at The Landing. This may include planning community events and activities to engage tenants living at The Landing.
- ● Support families in developing and maintaining education plans for their children, including checking in about school enrollment and attendance, connecting families with local school and early learning resources based on family preferences, and collaborating with local schools to address absenteeism and barriers to regular attendance. 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.
- Represent Family Support Center at community meetings including such as Homeless Housing Hub, Local Planning Area, and Coordinated Entry.
- Participate in the agency's on-call rotation to provide backup support to Pear Blossom Place Family Shelter; approximately 1-2 weeks per year.
- Other duties as assigned

To apply for this position, please email your professional resume, cover letter, and contact information for three professional references to hiring@fscss.org or fax documents to 360-943-1139 ATTN: Hiring, 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.