"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: Domestic Violence Housing Case Manager
REPORTS TO: Family Justice Center Program Manager
SALARY: $27.30- $27.82 (Bilingual) per hour, DOQ
BENEFITS: Full benefits package including Medical, Dental, Vision, Life Insurance, and Employee Assistance Program (EAP), plus Paid Time Off (PTO) encompassing holidays, vacation and sick leave (approximately 270+ hours annually), and 401k employer 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 out of our West Olympia location, and includes local transportation to meet with clients in person and provide outreach at other community partners.

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 Domestic Violence Housing Case Manager will work with survivors in Lewis, Mason, and Thurston Counties who are fleeing violence and in need of rental assistance. Utilizing a Housing First Model, the Case Manager supports households in quickly access and maintaining permanent housing through rental assistance, housing navigation, landlord engagement and individualized housing stability planning. This may include survivors who are staying in area shelters, attempting to flee violence, and/or having recently fled violence. The case manager provides advocacy, resource coordination, safety planning, and referrals as needed to support each households housing goals. All services are voluntary, survivor driven, and designed to increase housing stability, safety, and overall wellbeing.

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
- Experience providing crisis intervention
- Experience working with survivors of domestic violence, sexual assault, stalking or human trafficking

Licenses and Other Requirements:
- Washington State Driver's License
- Fully insurable driving record
- Must have insured personal vehicle and be willing to travel to locations within Lewis, Mason and Thurston County.
- Ability to pass a comprehensive background check

Primary Responsibilities:
- Maintain a caseload of survivors of domestic violence who are experiencing homelessness, in addition to households currently or recently housed using rapid re-housing rental assistance; approximately 30-35 households at any time.

- Create a client centered goal plan with each household. Include strategies and action steps needed to access housing and sustain housing. Utilize goal plan as an ongoing tool to guide case management service. Keep goal plan up to date at least monthly 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.
- Provide direct services to assist clients in meeting their goals. I.e.: assist in completing housing applications, rapid re-housing documents, completing credit repair tasks, and addressing other barriers to accessing housing.
- Provide safety planning, domestic violence advocacy, and other survivor centered services to increase the overall safety and stability of survivors, as defined by the client.
- Work closely with providers and partners in Lewis and Mason Counties to provide services and rental assistance to survivors in those communities. Remain up to date and knowledgeable about available programs and services in those counties.
- Work closely with the Rapid Re-Housing Program Manager to ensure client files are in compliance with federal and local guidelines, including data entry, documentation, etc.
- 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.)
- Provide mobile advocacy for clients to ensure all survivors have access to the available services, which may include meeting at partner agencies, library, coffee shop, or other safe and mutually agreed upon locations.
- 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.
- Follow households for up to 6 months following the end of their rental assistance to provide support at a level and intensity requested of the families.
- Exit clients from program in alignment with program administrative plan.
- Represent Family Support Center at community meetings including such as Homeless Housing Hub, Local Planning Area, and Coordinated Entry.
- Participate in agency's on-call rotation to provide backup support to shelter staff in evenings; approximately 3-4 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: Amara Saint Germain, 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.