



Case Manager Job Description 2019

Are you inspired by the idea of using your professional skills to directly benefit people? Imagine Housing is a highly respected leader in providing permanent affordable housing with supportive services for low income families, veterans and seniors in East King County, Washington. More than just housing, we provide our residents with a caring environment, case management and community events at our properties.

For 30 years, we have made it possible for families with low incomes, veterans, seniors, survivors of domestic violence, and young adults aging out of foster care to live and thrive on the Eastside. We now have 639 affordable apartments in five Eastside cities serving more than 1,200 low-income individuals each year.

We are looking for highly motivated and high performing people to add to our growing team. Our work environment is positive, caring, collaborative, solution-oriented and fun. We offer excellent benefits including 100% company paid health insurance and a matching 401(k) program.

POSITION

The Case Manager will work at affordable housing properties on the Eastside of King County providing case management, resource referrals, community dinners, and other events.

This position will be under the supervision of the Supportive Services Manager.

KEY CASE MANAGEMENT RESPONSIBILITIES

- Provide case management to individuals and families. This may include individuals who have transitioned from homelessness. With the exception of households who are working with the King County Coordinated Entry for All (CEA) program, case management services are optional on the part of the resident. Residents do not have lease stipulations that require them to access case management. Residents will also have to execute a Release of Information (ROI) form with the property management office if any tenant file related information is to be shared with the Case Manager.
- Work directly with property management personnel to coordinate various resident services.
- Assist residents to set and achieve their desired goals, coordinate residents' care with service providers, refer residents to appropriate community resources and provide other supports as requested by residents. Follow up with households regularly. Case management also consists of intakes and assessments that are standard and key to resident success.

- Assist residents in applying for public benefits as appropriate.
- Facilitate and coordinate supportive activities for residents with other program staff and partnering service providers including: employment assistance activities such as job readiness training, resume preparation, interview practice, attending job fairs and networking with prospective employers; budgeting and money management training; health and wellness education, etc.
- Provide basic needs items, bus tickets and emergency food when appropriate.
- Provide crisis management when needed.

KEY COMMUNITY EVENT RESPONSIBILITIES

- Provide regular (sometimes weekly) evening community meal, including planning, cooking, shopping, preparing, and cleaning up, using volunteers as available.
- Plan, coordinate, and facilitate community events.
- Third-party volunteer communication and supervision.
- Provide educational components at every event including coordinating with occasional guest speakers and service providers.
- Pick-up, delivery and distribution of food, clothing, baby items, etc., as needed.

REPORTING IN HMIS AND CIVICORE DATABASES

- Assign new residents to property in HMIS (a King County database).
- Complete new residents' basic demographic and family information in CiviCore (an Imagine Housing database).
- Track and record data on residents' participation in supportive services, progress on their goals and impact of supportive services on residents in CiviCore. Including basic need items provided to households and referrals given and completed.
- Complete monthly and quarterly funding reports for King County and the City.

ADMINISTRATIVE RESPONSIBILITIES

- Design and distribute site event calendars monthly.
- Complete applications, referral paperwork and order forms for programs provided in collaboration with partner agencies such as Hopelink and Eastside Baby Corner.
- Write and submit event snapshots after each event.
- Complete basic needs supply inventories monthly.
- Submit travel and VISA expense reports monthly.
- Manage the property level program annual budget.
- Collect and submit volunteer hour reports monthly.
- Submit bus pass inventory monthly.
- Submit online timesheet twice monthly.

OTHER RESPONSIBILITIES

- Attend Supportive Services department (as scheduled; sometimes weekly), Imagine Housing all-staff, and supervision meetings, as scheduled
- Attend meetings with property management staff as needed
- Assist in identifying and participating in trainings needed to be more effective as a Case Manager
- Work a flexible schedule based on availability of residents
- Perform other assigned duties in a timely and efficient manner

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED

- Ability to communicate and work effectively with seniors, families, individuals and youth from a variety of economic, cultural and ethnic backgrounds, with varying physical and mental abilities, with diverse sexual orientations and gender identities as well as physical and mental disabilities, and substance use issues
- Outstanding organizational, verbal and written communication skills
- Provide your own transportation to travel between housing sites; donation deliveries and pick-ups; shopping for community meals and events; agency events, and meetings, multiple times during the week (mileage will be reimbursed)
- Ability to make sound decisions, even in crises, without daily onsite supervision
- Ability to set and maintain boundaries with clients in a professional manner
- Ability to work independently and as part of a team
- Ability to be interconnected with Imagine Housing staff, co-workers, and property management staff; be helpful, respectful, approachable, and team oriented, building strong working relationships and a positive work environment
- Be receptive to feedback and willing to learn and embrace continuous improvement
- Ability to achieve a standard of excellence with our work processes and outcomes, honoring agency policies and all regulatory requirements
- Knowledge of Motivational Interviewing techniques
- Knowledge of the root causes of poverty and homelessness
- Customer-focused and continuously striving for high resident satisfaction; going out of your way to be helpful and pleasant
- Ability to work a flexible schedule that meets the needs of residents
- Competency in use of personal computer, especially for word processing and generation of statistical information
- Ability to bend, stoop and lift up to 25 lbs.
- Bilingual preferred

MINIMUM REQUIREMENTS

- A minimum of two years case management or similar experience in a human services setting;
- Experience working with people experiencing mental health and chemical dependency issues;

- Experience providing supportive services to individuals who have experienced trauma; and
- Ability and willingness to work a flexible schedule.
- Willingness to plan and execute weekly community dinners and other events on site
- Provide own transportation between housing sites and meetings multiple times during the week
- Willingness to transport donated items between housing sites

WORK SCHEDULE

The Case Manager position is a full-time (40 hours per week) hourly nonexempt position. Work days are Monday through Friday and general hours will take place between 9:00am and 6:00pm, with at least one evening each week and hours adjusted accordingly. Some weekend work will be necessary. Regular daily presence is required.

PAY AND BENEFITS

The hourly range for this position is from \$18.75- 21.15/hour (\$39,000- \$44,000 annually) based on experience. This is a full-time (40 hours per week) position and benefits include 100% company paid health, dental, vision, and life insurance; paid sick, vacation, and holidays; 401(k) matching contribution; and opportunities for professional development.

EQUAL EMPLOYMENT OPPORTUNITY

Imagine Housing is committed to a policy of equal opportunity for all applicants and employees regardless of race, religion, national origin, gender, marital status, age, the presence of a disability, or any other basis protected by applicable federal, state or local laws. Our equal opportunity policy applies to all phases of employment, including recruiting, hiring, job assignment, supervision, training, upgrading, transfer, compensation, benefits, promotion, education and recreation, layoff and termination.

TO APPLY

Please email a resume and cover letter to info@imaginehousing.org. Include in your cover letter how you learned of this position and a description of specifically why you are an ideal candidate. Position is open until filled.



For more information on Imagine Housing, go to www.imaginehousing.org.