



## Job Description

**Job Title:** Temporary Homelessness Prevention Coordinator/Case Manager

**Department:** Stabilization Services

**Supervisor:** Interim Homeless Prevention Manager

**FTE:** 1.00

**Status:** Non-Exempt

**Salary Grade:** 25

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Solid Ground believes poverty is solvable. Our communities are stronger when we support stability and break down the barriers to overcoming poverty. Solid Ground does both. We combine direct services with advocacy to meet basic needs, nurture success, and spread change. Through our programs, people gain stability and build skills that equip them to move forward in their lives. Through advocacy, we work toward ending racism and other oppressions embedded in our institutions, policies, and culture that hold people back from succeeding. We bring the voices of people experiencing poverty into the political process, furthering social justice and supporting our entire community to reach its potential.

- Demonstrate the initiative to learn and enhance skills that promote anti-racism, cultural competency and an understanding of oppression and its impact.
- Participate in intentional learning efforts, including events relating to understanding and dismantling institutional racism and building cultural competency.

**Job Summary:** The Homelessness Prevention Programs provide advocacy, case management, education and financial assistance to support households in their path to achieving long-term housing and financial stability. The Temporary Coordinator/Case Manager is responsible for processing rent assistance applications, providing technical assistance to subcontracted partner agencies, providing direct services to program participants who are at risk of homelessness, and completing data entry.

### Essential Duties, Responsibilities & Tasks:

- 15% Enter, maintain and manage accurate and timely data for the Homelessness Prevention Programs using, Excel, CaseWorthy and other database systems as assigned. Work in partnership with team members to monitor and maintain data quality through regular data review/correction.
- 15% Provide support to sub-contracting partner agencies, interpret and implement policies and guidelines for providers, provide case consultation, landlord mediation, and other program supports requested by subcontractors.
- 35% Review applications for financial assistance to ensure they meet program guidelines and requirements. Ensure participant files meet quality assurance standards. Submit check requests

while monitoring subcontractor fund balances. Draft related correspondence to applicants and landlords.

30% Provide case management and other housing stabilization services to households who are at risk of becoming homeless in accordance with the program's regulations. Listen to messages left on Homeless Prevention Hotline; return calls and complete screening for Prevention programs. Offer alternate resources if not eligible; schedule intake appointments for those who are eligible. Complete data entry to track program demand and screening results. Address circumstances related to the housing crisis and work with program participants to establish an action plan for resolution of the current crisis and to ensure future housing stability. Enter case notes and client data in a timely manner that meets case management standards and funder requirements.

5% Participate in program, department, and agency meetings and relevant trainings as required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

#### **Education & Experience:**

*Requires one of the following:*

- a. Two years of administrative experience in a social service or community service setting with at least 1 year of direct service case management.
- b. AA Degree and one year of administrative or case management experience in a social service or community service setting.
- c. Any combination of education, experience and measurable performance, which demonstrates the capability to perform the duties of this position.

#### **Minimum Qualifications:**

- Demonstrated proficiency with MS Office software including Word, Excel, and , Outlook;
- Experience monitoring and maintaining data quality.
- Excellent organizational skills, including record keeping skills and ability to maintain timely and accurate files and data entry.
- Proven ability to work with social service program participants, understand case management fundamentals, high level of follow through skills with participants and peers required.
- Proven ability to work individually in a self-directed manner and as part of a team in group projects.
- Demonstrated ability to understand contracts, reporting and data collection; experience coordinating work between work groups or volunteers or any similar type of leadership experience.
- Self-motivated with the ability to prioritize, enhance work projects, problem solve and to accept unexpected work assignments.
- Detail-oriented with strong organizational skills and strong analytical skills
- Excellent communication skills, both oral and written.
- Access to reliable transportation for program activities needed throughout King County.
- Willingness and ability to work with people from a variety of racial, cultural and economic backgrounds, with various lifestyles, sexual orientations, and of all ages.

**Desired Qualifications:**

- Bilingual or full professional proficiency
- Knowledge of Landlord Tenant Law and history of landlord engagement.
- Bachelor's Degree in human service discipline.

**Physical Demands/Working Conditions:** This position works primarily in a general office setting spending approximately 85% of their time in the office and 15% off-site with participants, conducting outreach, or attending meetings/trainings. Of the time spent in the office, approximately 60% of that time is spent working on the computer and 40% of their time answering phone, copying, filing, reports, meetings, and mailing. Position requires employee to lift/carry up to 20 pounds rarely, 5-10 pounds occasionally and push/pull 10 pounds seldom, 1-5 pounds frequently. Position has the ability to sit/stand as needed. This is a temporary position for 3 months, with potential extension based on need and funding.

**Hours and Compensation:** This is a temporary position paying \$22.44 per hour plus medical benefit. Benefit eligibility begins the first of the following month following 60 days of employment. Also includes, Sick/Safe Leave in accordance with City of Seattle Ordinance.

**To Apply:** Applicants **must complete the Solid Ground Application Form** specific to this position. To find an application online, go to <https://www.solid-ground.org/get-involved/careers/> then click on the Job Title for this position and complete the application. You may also leave a message on our job line at 206.694.6840 requesting a specific job application, or you may apply in person at 1501 North 45th Street in Seattle's Wallingford neighborhood. **Please attach a cover letter and resume**

**Closing Date:** Open until filled

**Solid Ground is an equal opportunity employer committed to workplace diversity. We do not discriminate on the basis of gender, age, race and color, religion, marital status, national origin, disability or veteran status**