



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

Website: www.fscss.org

201 Capitol Way N. - Downtown Olympia - Corner of State and Capitol Way
PO Box 784, Olympia, WA 98507-0784 Phone: (360) 754-9297 Fax: (360) 528-2004

POSITION TITLE: Homeless Family Services Case Manager (Bilingual Spanish/English preferred)

REPORTS TO: Homeless Family Services Program Manager

SALARY & BENEFITS: \$15-\$18 per hour DOQ, Benefits package includes medical, dental, vision, life, vacation, sick, holiday, and personal leave

HOURS: Full time 40 hours per week, Monday-Friday 8:30-5:00PM. Occasional nights/weekends

About Us: The 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"*. The 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 Homeless Family Services Case Manager works directly with families experiencing homelessness, utilizing a housing first model, to support families in accessing permanent housing as fast as possible.

Required Skills and Experience:

- Education: Bachelor's degree in social services or related field. May substitute education for comparable work experience.
- Experience: A minimum of 1 year of experience working directly with families in crisis providing case management, goal planning, advocacy, or similar service
- Skills: Ability to write and speak effectively with all audiences
- Technology: Computer literacy; Proficiency in the use of Microsoft office programs.

Preferred Skills & Experience:

- Local work experience; familiarity with Thurston County social service resources
- Experience working with diverse populations
- Ability to write and speak proficiently in Spanish
- Experience with HMIS database and other electronic client tracking systems such as Apricot
- Transportation: 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
- Current DV/SA advocacy certification or willingness to obtain certification upon employment

Primary Responsibilities:

- Maintain a caseload of families experiencing homelessness with children and/or single individuals who are fleeing domestic violence.
- Create an goal plan with each household to address the steps needed to access 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. Ie: assist in completing housing applications, rapid re-housing documents, completing credit repair tasks, and addressing other barriers to accessing housing.

"working together to strengthen all families"

EXECUTIVE DIRECTOR: Trish Gregory OFFICERS: Marie Lanese, Chair • Dan Smith, Vice Chair • Brian Wiele, Interim Secretary • Ken Miller, Treasurer
PAST BOARD CHAIR: Sara Holt-Knox BOARD MEMBERS: Jane Field • Michelle Harvey • Elizabeth Petrich • Theresa Slusher • Eric Sullivan

- 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. Ie: 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.)
- Complete exit survey with clients at termination of service.
- Transfer clients who access housing to the Retention program staff.
- 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.
- 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 360-528-2004 ATTN: Natalie Skovran, or mail to Family Support Center of South Sound P.O. Box 784 Olympia, WA 98507. No phone calls please.