



**Housing is our starting point.
Seeing people thrive is our finish line.**

Job Title: Case Manager, FRSP

Department: Family Rapid Re-Housing and Stabilization Program (FRSP)

Reports to: Program Manager, FRSP

Status: Non-exempt

This job description provides a general guideline to the most common duties, responsibilities, and minimum requirements for this position. It is not all inclusive and the actual position may vary as circumstances indicate or as determined by the organization. Working hours are primarily a day shift position, but may need to work varied hours to include overtime, as business needs dictate.

Summary of Position:

The Case Manager will provide intensive case management and supportive services to homeless families transitioning out of emergency shelter into apartments of their own. The Case Manager will also spend time visiting clients in scattered site housing units in Washington DC, assisting with community referral linkages, substance abuse prevention, management of mental health issues, and providing support in building life skills and attaining short and long term goals.

Principle Duties:

- Supports Everyone Home DC's mission and values while promoting a positive culture
- Conducts client intake and needs assessments
- Develops comprehensive treatment plans and case management plans for participating families
- Works with clients to set goals and implement strategies that will ensure the accomplishment of created goals
- Meets weekly with clients and conducts routine home visits
- Maintains client data in the Homeless Management Information System (HMIS) and reports regularly on client progress and goal attainment
- Assists in processing lease agreements with landlords, families, and contractors
- Networks with community service providers to identify programs and resources for clients
- Assists in planning and staffing special events for clients
- Attends program, case review, and all-staff meetings and serves on special Everyone Home DC committees
- Participates in on-going training and professional development opportunities

Secondary Duties:

- Work on special projects as needed

Position Specifications:

Essential Use of Following Tools:

- Strong proficiency with Microsoft Office Suite (Word, Excel, PowerPoint) and Google Drive
- Office Equipment: Phone System, Copier/Fax/Scanner



**Housing is our starting point.
Seeing people thrive is our finish line.**

Essential Training/Certifications:

- Bachelor's degree in social work or related field or 2-5 years of relevant experience working with homeless or low -income individuals or families
- Master's degree preferred
- Familiarity with D.C.'s social service providers and public benefits programs preferred

Skills/Knowledge:

- Strong organizational skills and attention to detail is critical
- Ability to communicate clearly and concisely, both verbally and in writing
- Ability to main confidentiality of highly sensitive information
- Ability to learn computer software programs, and enter and maintain accurate data/information in appropriate platforms
- Strong capacity to build strong relationships with diverse range of clients, colleagues, and community members
- Problem-solving skills
- Time management skills
- Ability to work as part of a team and to work independently on multiple tasks and complete successfully with minimal supervision
- Ability to follow through on projects and meet deadlines

Essential Competencies/Behaviors:

- Professional presentation that reflects the culture and values
- Display comfort working in public housing communities and low-income neighborhoods
- Committed to an empowering, client-centered approach to case management
- Displays compassion for people who are struggling with a variety of challenges, including homelessness, mental illness and addiction
- Displays mature demeanor, common sense, and good judgment
- Must be able to act with honor, character and integrity
- Maintains good rapport with all departments
- Ability to cope with a fast-paced work environment
- Must be able to understand the importance of the position for the success of the organization
- Ability to accept change and be flexible
- Be on time and minimal amount of absences
- Demonstrates compassion for people struggling with homelessness, poverty, mental illness and addiction
- Sense of humor