



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

Job Description

Job Title: Case Manager
Department: Family Permanent Supportive Housing Program
Reports To: Program Manager
Status: Non-exempt
Salary: \$46,000 annually

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 assistance to families in Everyone Home DC's Permanent Supportive Housing program through intensive case management, 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. The Case Manager will also spend time visiting clients in scattered site housing units, primarily in DC's Ward 7.

Principle Duties:

- Supports Everyone Home DC's mission and values while promoting a positive Everyone Home DC culture
- Conducts client intake and needs assessments
- Develops comprehensive housing stability and case management plans with participating families
- Works with clients to set goals and implement strategies to reach them
- Meets bi-weekly with clients in the office and in their homes
- 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
- 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

Essential Training/Certifications:

- Bachelor's degree in social work or related field preferred; or 2-5 years of relevant experience working with individuals or families experiencing homelessness or poverty
- 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 maintain 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 Everyone Home DC culture and values
- Display comfort visiting clients in low-income neighborhoods
- Committed to a client-centered and trauma informed 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 staff in all departments
- Ability to cope with a fast-paced work environment
- Able to manage multiple projects with minimal supervision
- 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