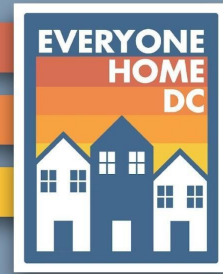


HOUSING IS OUR STARTING POINT

SEEING PEOPLE THRIVE

IS OUR FINISH LINE



JOB DESCRIPTION

Case Manager Supervisor, Family Rapid Re-housing Program

Job Title: Case Manager Supervisor
Department: Family Rapid Re-housing Supervisor
Reports To: Program Manager
Salary: \$58,000 - \$62,000
Status: Exempt

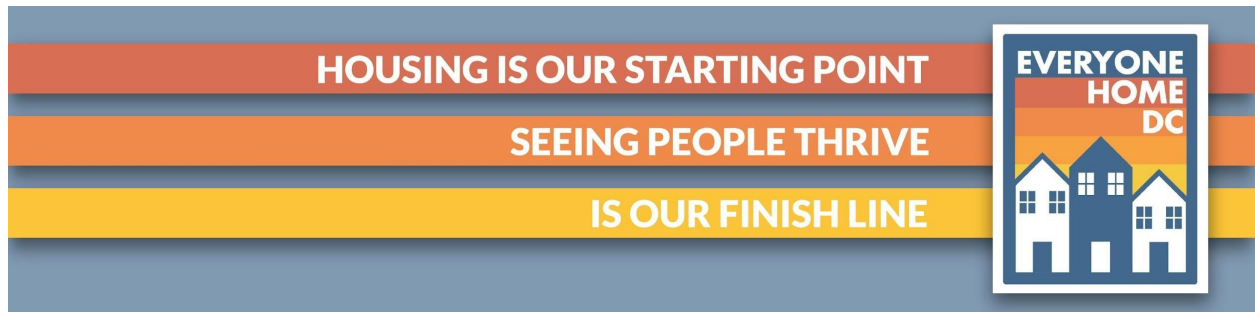
This job description provides a general guideline to the most common duties, responsibilities, and minimum requirements for this position. It is not all-inclusive and the actual position may vary as circumstances indicate or as determined by the organization. Working hours are primarily a day shift position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

SUMMARY OF POSITION:

Everyone Home DC's Family Rapid Re-Housing Program couples case management services with short-term rental assistance to help families exit homelessness into stable housing. Families work with Rapid Re-Housing case managers to set goals for greater housing and economic self-sufficiency. The Case Manager Supervisor is responsible for the direct supervision of up to five case managers, supporting the day-to-day operations, tracking performance of assigned staff, and supporting continuous improvement related to service delivery. The Case Manager Supervisor works closely with the Program Manager to report and to resolve complex issues and works with the assigned staff to ensure compliance of all program protocols. This position must be filled by a dedicated individual who is social justice oriented, a team player, and committed to working alongside families as they transition out of homelessness.

Principle Duties:

- Work as a part of the Family Rapid Re-housing leadership team.
- Provide direct supervision to up to five case managers.
- Support case managers with maintaining case notes, case plans and all other required documentation.
- Responds to client related emergencies.
- Works with Program Manager and Assistant Program Manager to maintain a person-centered, trauma-informed team culture.
- Manages and inputs data within the Homeless Management Information System (HMIS), STEP Tool and, CATCH system
- Stay current with and provide detailed trainings on new program standards and policies.
- Stay current with best practices in Rapid Rehousing.
- Attends team meetings, case conferencing and all-staff meetings.
- Participates in on-going training and professional development opportunities.
- Anticipate program needs and take initiative initiatives to solve program problems.
- Supports Everyone Home DC's mission and values.



- Other duties as assigned.

Secondary Duties:

- Other relevant duties as assigned.

Essential Training/Certifications:

- Minimum of a Bachelor's Degree in a relevant humanities, social science, or related field
 - Candidates with a Bachelor's in Social Work or Master's in Social Work degree are required to be licensed and in good standing with the Board of Social Work.
- Minimum of 2-5 years of relevant experience providing counseling or case management with individuals or families experiencing homelessness or poverty.
- In lieu of the education requirement, a minimum of four years of professional experience providing counseling and case management services to individuals/families experiencing homelessness or other related populations.

Essential Use of the Following Tools:

- Ability to learn computer software programs to enter and maintain accurate data/information in appropriate platforms, including the Homeless Management Information System (HMIS).
- Proficiency with Microsoft Office Suite (Word, Excel, PowerPoint) and Google Suite/Drive
- Proficiency with standard office equipment: phone system, copier/printer, fax, scanner
- A valid driver's license and an insured motor vehicle are required for this position.

Skills and Knowledge:

- The Case Manager Supervisor must have professional knowledge of the theories, principles, techniques, and practices of social service delivery systems.
- Familiarity and knowledge of DC's homeless services system and public benefits programs preferred.
- Crisis management experience is preferred.
- Excellent written and verbal communication skills.
- Exceptional ability to multi-task and excellent organizational skills. This includes attention to detail, problem-solving, time management, and the ability to follow through on projects and meet deadlines.
- Excellent case management skills with a proven track record of success.
- Ability to maintain confidentiality of highly sensitive information, and demonstrated professionalism, reliability, and responsibility.
- Bilingual English/Spanish speakers or Spanish language written/verbal communication skills at a professional working proficiency are preferred, but not required.

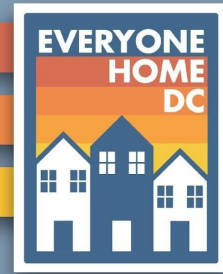
Essential Competencies and Behaviors:

- Ability to work in a team-oriented environment as well as independently with minimal supervision.
- Capacity to build relationships with clients, colleagues, and community members.

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- Demonstrated respect for diversity based on race, class, ethnicity, religion, gender, sexual orientation, and gender presentation, and ability to work with a highly diverse group of clients and colleagues.
- Commitment to building your racial equity competencies and centering your role in an analysis and understanding of how race and power shape systems in our society and culture; Commitment to continuous learning, reflecting, and growing.
- Ability to operate with a commitment to excellence, integrity, diplomacy, and camaraderie.
- Commitment to workers' rights, economic justice, and race equity and in particular to the issues of the program's identified community.

Benefits Everyone Home DC's standard benefits for full-time staff include: excellent employer-paid single coverage health insurance; dental and vision insurance; 401k retirement plan; employer-paid single coverage life insurance; short term disability; worker's compensation; family medical leave; bereavement leave; jury duty leave; Metro SmartBenefits; annual funds for professional development training; 13 paid holidays; and generous paid time off including the week between December 25th and January 2nd.

Location

This is a flexible hybrid position based at Everyone Home DC's offices located at 415 2nd Street NE. In-person home visits, community visits and time in the office are required.

Everyone Home DC values diversity in our workplace and encourages Black, Indigenous, People of Color, members of the LGBTQIA2S+ community and people with disabilities to apply.