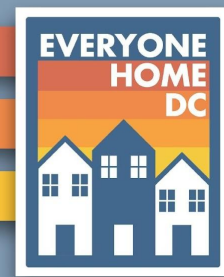


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## **JOB DESCRIPTION**

### **Case Manager, Family Rapid Re-Housing**

**Job Title:** Case Manager

**Department:** Family Rapid Re-Housing

**Reports to:** Program Manager

**Salary Range:** \$52,000 - \$55,000

**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 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 will provide direct services to clients of Everyone Home DC's Family Rapid Re-Housing program. The Case Manager will provide intensive case management and supportive services to families transitioning out of emergency shelter into apartments of their own. The Case Manager will spend time visiting clients in scattered site housing units in DC, making connections to supports in the community including public benefits, physical and mental health care, childcare, and other life skills. 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.

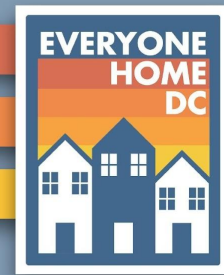
#### **Principal Duties:**

- Conduct client intake and needs assessments.
- Develop comprehensive case management and treatment plans for participating families.
- Work with individuals to set client goals and implement strategies to meet goals. Track and report on progress of goals regularly.
- Conduct home visits with families, assess client needs, and make referrals as appropriate.
- Establish and maintain weekly meetings, based on client assessments.
- Assist in processing lease agreements with landlords, families, and contractors when needed.
- Network with community service providers and other agencies to locate programs and resources to assist families.
- Input and maintain client data into Homeless Management Information System (HMIS).
- Attend program meetings, case reviews, all-staff meetings, and serve on special Everyone Home DC committees.
- Participate in on-going training and professional development opportunities.
- Provide administrative and program support in the following areas: intake, client wellness, community

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building, documentation and special projects.

- Carries out all duties consistent with grant requirements and internal policies and procedures.

**Secondary Duties:**

- Provide administrative and program support in the following areas: intake, client wellness, community building, documentation, and special projects.
- Attend program and staff meetings
- Participate in and attend on-going training and professional development opportunities.
- Other relevant duties as assigned.

**POSITION SPECIFICATIONS:**

**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 one (1) year of relevant experience working with individuals or families experiencing homelessness or poverty within the homeless continuum of care.
- In lieu of education requirements, a Case Manager without a bachelor's degree can meet minimum qualifications by substituting at least two (2) years of work experience in a social service and/or human service field.

**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 social media (Twitter, LinkedIn, Facebook, etc.)
- 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.

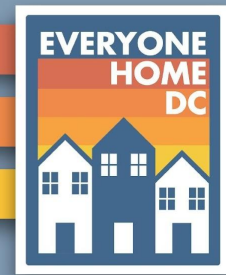
**Skills and Knowledge:**

- Familiarity and knowledge of DC's social service providers 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.

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### 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.
- 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.