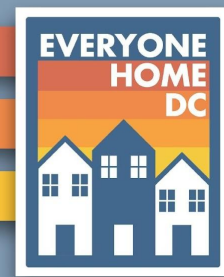


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## **JOB DESCRIPTION**

### **Permanent Supportive Housing Case Manager**

**Job Title:** Permanent Supportive Housing Case Manager

**Department:** Single Adult Programs

**Reports To:** Permanent Supportive Housing Clinical Supervisor

**Status:** Non-Exempt

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

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 Monday through Friday, 9:00 am to 5:00 pm, some evening, weekend and holiday hours as need dictates. Participation in on-call phone rotation is required.

#### **SUMMARY OF POSITION:**

Everyone Home DC's *NEW* Permanent Supportive Housing (PSH) Program is designed to provide permanent and stable housing to formerly homeless people in DC. The PSH Program operates as a Housing First, scattered-site program and provides intensive, community-based case management services to households across the District. PSH Case Managers will maintain a caseload of up to 20 households and provide person-centered, trauma-informed services to help people obtain and remain in stable housing. This position must be filled by an individual who has a passion for social justice work, is a team player, and committed to working alongside people as they transition out of homelessness into permanent and stable housing.

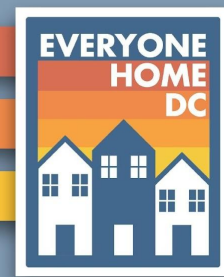
#### **Principal Duties:**

- Provide supportive services and develop trusting relationships to individuals living in Everyone Home DC's Permanent Supportive Housing Program.
- Provide face-to-face engagements to PSH residents both in their homes and in the community. PSH Case Managers are expected to meet or exceed monthly contact requirements.
- Engage PSH residents to collaboratively develop goals and individualized service plans to support their housing stability, mental health, substance abuse, health, education, income, employment, and other priority areas.
- Provide housing navigation services to individuals who are newly assigned to Everyone Home DC's PSH Program, including assistance obtaining identifying documents, completing housing applications, and identifying and viewing apartment units.
- Support residents to maintain housing stability through individually tailored services and by facilitating effective connections to community services and resources.

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o Examples of support services include successful tenancy problem-solving, independent living skill-building, connection to public benefits and employment assistance, money management support, and connection to medical, mental health, and substance use disorder services.

- Monitor clients' medical and mental health needs, including monitoring medication management.
- Act as a liaison with landlords and other community stakeholders to promote the success of residents and the PSH program.
- Collaborate with other service providers in the community to ensure that residents are receiving high-quality, effective services to meet their needs.
- Maintain timely and accurate written and computerized records, compile reports, and complete other program documentation (e.g. case notes, incident reports, home visit reports, monthly and quarterly reports) and maintain appropriate confidentiality of residents' information and records.
- Participate in an on-call phone rotation.

#### **Secondary Duties:**

- Attend program and all-staff meetings as well as Everyone Home DC events.
- Participate in and attend on-going training and professional development opportunities.
- Work on special projects and committees as needed.
- Other relevant duties as assigned.

#### **QUALIFICATIONS:**

##### **Essential Training/Certifications:**

- Bachelor's degree in social work, psychology, sociology, counseling, or related social service/science or healthcare related disciplines and one year of experience providing case management services; or
- Certification and/or licensure in a relevant discipline(e.g., Certified Addictions Counselor) may substitute for educational requirements; or
- A high school diploma or equivalent, plus four or more years of experience working with vulnerable and marginalized populations.

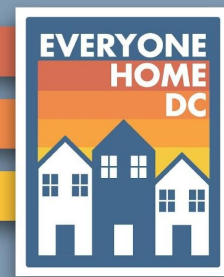
##### **Essential Use of the Following Tools:**

- Ability to learn computer software programs to enter and maintain accurate data/information in appropriate platforms.
- Proficiency with Microsoft Office Suite (Word, Excel, PowerPoint) and Google Suite/Drive
- Proficiency with standard office equipment: phone system, copier/printer, fax, scanner

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**Skills and Knowledge:**

- Is passionate about ending homelessness and approaches the work through a social justice lens.
- Strong engagement strategies and demonstrated ability to build rapport and maintain trusting relationships.
- Knowledge of the DC Homeless Services System and a familiarity with DC's social service providers and public benefits programs.
- Crisis management experience is preferred.
- Excellent written and verbal communication skills.
- Ability to multi-task and strong organizational skills. This includes attention to detail, problem-solving, time management, and the ability to follow through on projects and meet deadlines.
- 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:**

- 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 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.
- Ability to operate with a commitment to excellence, integrity, diplomacy, and camaraderie.

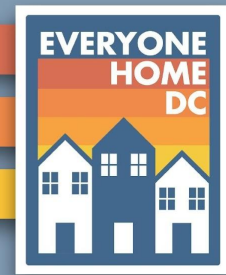
**Other requirements:**

- A valid driver's license and ownership of an insured and reliable motor vehicle.
  - This position requires a substantial amount of driving.
- Ability to pass background checks including FBI, MPD, Child and Family Services Agency, National Sex Offender Registry, Alcohol, Drug and TB screening as required by the government contract.
- Able to handle physically demanding work including lifting and carrying up to 25 lbs.

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- Everyone Home DC requires all staff to provide documentation of COVID-19 vaccination, including recommended booster doses, or be approved for a religious or medical exemption and undergo weekly testing.

**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 is required. This position requires a substantial amount of field work and the PSH Case Manager should expect to spend up to 80% of their time in the field.

Everyone Home DC values diversity in our workplace and encourages Black, Indigenous, People of Color, members of the LGBTQ2+ community and people with disabilities to apply.

To Apply: Please send your resume and cover letter to [hr@everyonehomedc.org](mailto:hr@everyonehomedc.org) with PSH Case Manager in the subject line.