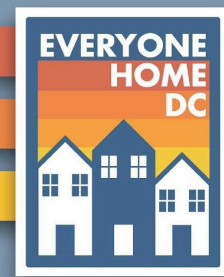


HOUSING IS OUR STARTING POINT

SEEING PEOPLE THRIVE

IS OUR FINISH LINE



JOB DESCRIPTION

Case Manager, Shelter Plus Care and Permanent Supportive Housing

Job Title: Case Manager
Security Level: Safety Sensitive Position
Department: Permanent Supportive Housing
Reports To: Program Manager
Status: Non-exempt
Salary Range: \$52,000 - \$55,0000 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 Monday through Friday, 9:00 am to 5:00 pm, some evening, weekend and holiday hours as need dictates.

SUMMARY OF POSITION:

Everyone Home DC's Permanent Supportive Housing Program is designed to provide permanent housing, case management, and supportive services for households under the Shelter Plus Care Program through The Community Partnerships for the Prevention of Homelessness. The Program operates as a Housing First, scattered-site program and provides intensive, community-based case management services to households across the District. 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 is committed to working alongside people as they transition out of homelessness into permanent and stable housing. This position could include a mixed caseload of clients from two programs, Shelter Plus Care and the DC Department of Human Services Permanent Supportive Housing Program.

Principal Duties:

- Provide supportive services and develop trusting relationships with households being served by Everyone Home DC's Permanent Supportive Housing and Shelter Plus Care Program.
- Provide face-to-face engagements to clients both in their homes and in the community.
- Case Managers are expected to meet or exceed monthly contact requirements for each of their clients.
- Engage clients 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.

- Assist clients who desire to relocate with housing navigation services, including helping with obtaining identifying documents, completing housing applications, and identifying and viewing housing units.
- Support clients to maintain housing stability through individually tailored services and by facilitating effective connections to community services and resources.
 - 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.
- Act as a liaison with landlords and other community stakeholders to promote the success of clients and the program.
- Collaborate with other service providers in the community to ensure that clients 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.
- Maintain client data in the Homeless Management Information System (HMIS), Housing the Homeless (HTH), and Insync and report regularly on client progress and goal attainment.
- Participate in program meetings and case review meetings
- Carries out all duties consistent with grant requirements and internal policies and procedures.
- Will complete SSI/SSDI, Outreach, Access and Recovery(SOAR) training within the first 90 days of onboarding.

Secondary Duties:

- Participate in all individual and group supervision meetings as scheduled.
- Attend all program and all-staff meetings as well as Everyone Home DC events.
- Participate in and attend ongoing training and professional development opportunities.
- Work on special projects and committees as needed.
- All other relevant duties as assigned.

POSITION SPECIFICATIONS:

Essential Training/Certifications:

- Minimum of an Associate's degree or two years of college in a relevant humanities, social science, or related field.
- Bachelor's Degree preferred.
- Minimum of two years of experience with homeless services programs or provision of social services. Note: The two years of experience may be waived if the candidate for employment can document having experienced homelessness.
- Both degree and work experience will be waived if an individual has received a Peer Case

Management Certification through DHS's Peer Case Management Institute.

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) Housing the Homeless (HTH) and Insync
- 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:

- 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 multitask, prioritize and utilize 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 ethical behavior, 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.
- Ability to succeed in a fast-paced work environment.
- Ability to accept change and be flexible.

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 Background Check in DC as well as your home state if they differ, 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.

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 with automatic 3% employer contribution from date of hire; 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 position is 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 all required. This position requires a substantial amount of field work and the 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 jobs@everyonehomedc.org with Case Manager PSH and SPC in the subject line.