

## JOB ANNOUNCEMENT

**(Please see end of document for application information)**

<b>POSITION:</b>	Housing Case Manager (Case Manager II)
<b>DEPARTMENT:</b>	Community Services
<b>REPORTS TO:</b>	Manager II
<b>SALARY GRADE:</b>	5 (\$16.09 to \$20.11 per hour*) *Candidate offers consider experience, qualifications and internal equity
<b>FLSA STATUS:</b>	Non-Exempt
<b>SCHEDULE:</b>	FT (40 hrs/wk; Monday through Friday; 8:00 am- 5:00 pm)
<b>LOCATION:</b>	Cornwall Ave.
<b>BENEFITS:</b>	The Opportunity Council provides a strong benefits package that includes three weeks paid vacation annually, health leave, and holidays (including personal holiday(s)). Retirement plan includes employer contribution equaling 5% of pay. Paid health insurance for employees plus voluntary flexible spending account, dental, vision, life/ADD and long-term disability insurance, along with a culture that supports staff and their families.

### JOB SUMMARY:

Provides direct case management services to individuals and families who are homeless or at risk of becoming homeless, focusing on helping them achieve housing stability. Uses Family Development and Housing First models of case management that is client driven, solution focused and facilitates change and movement toward self-sufficiency. Specific duties may include, but are not limited to home visits, intakes, the tracking of services, and assisting in program development.

### ESSENTIAL FUNCTIONS/RESPONSIBILITIES:

- Provides homeless housing related case management services using the Family Development Model to families participating in homeless housing programs.
- Conducts intakes.
- Provides assessments.
- Assists in program development work.
- Maintains confidential case notes on each individual or family client in a timely manner.
- Develops and maintains cooperative working relationship with other agencies and service providers.
- Serves as link between client and resources.
- Provides reporting and tracking information for data management systems.
- Determines client eligibility for homeless housing services.
- Ensures that all federal, state, agency and/or funder guidelines are met.

### OTHER RESPONSIBILITIES:

- Attends staff trainings and meetings as required.
- Obtains and maintains Family Development Certification.
- Other related duties as assigned.

### EDUCATION/EXPERIENCE REQUIREMENTS:

- Minimum four-year degree
- Minimum six months of related experience

### EDUCATION/EXPERIENCE PREFERRED:

- Case management experience in social service employment setting, and a working knowledge of issues and resources in relation to housing services for low-income families preferred.
- Experience working with persons living with mental illness.
- Experience working with persons experiencing chronic homelessness.
- Experience working with persons struggling with problematic substance use.
- Knowledge of the disease of Chemical Dependency, its signs and symptoms.

**SPECIAL REQUIREMENTS:**

Valid Washington State Driver's License by time of hire. Good driving record. Driving abstract must be submitted upon request.

**SKILLS AND ABILITIES REQUIRED:**

- Verbal and written communication skills.
- Computer skills, which include word processing, data entry, e-mail, etc. MAC experience preferred.
- Interpersonal skills and the ability to interact positively with clients from diverse populations.
- The ability to create an innovative approach or new procedure or system as appropriate.
- Ability to maintain accurate and timely case management records.

**WORKING CONDITIONS:**

Work is generally performed in a fast-paced office environment with frequent interruptions and occasional crisis situations. Frequent home visits off site. Frequently requires travel within the agency's service areas for home visits, community resource networking, meetings, special workshops, speaking engagements and other job related professional activities.

**JOB PURPOSE:**

Provides case management services to a specified client population.

**ESSENTIAL FUNCTIONS/RESPONSIBILITIES:**

- Performs assessment for program eligibility
- Provides regular direct case management services
- Supports clients in developing goals and plans
- Provides resource and referral
- Performs data entry and tracking
- Maintains case notes, client files, and program and service records
- May conduct home visits dependent on program
- Assists in program design and development

**EDUCATION/EXPERIENCE REQUIREMENTS:**

- Minimum four-year degree
- Minimum six months of related experience

**SKILLS AND ABILITIES REQUIRED:****Competencies:**

- Team Player: Shares resources, responds to requests from other parts of the organization, and supports larger legitimate organization agendas as more important than local or personal goals.
- Critical Thinking: Takes initiative, anticipates next steps, and problem solves issues to keep the work moving forward.
- Integrity: Thinks and acts ethically and honestly, applying ethical standards of behavior to daily work activities
- Customer Orientation: Views the organization through the eyes of the customer and goes out of his/her way to anticipate and meet customer needs.
- Cultural Competency: Respects and interacts effectively with people of diverse cultures and socio-economic background; has an awareness of his/her own cultural worldview and its impact on perspective
- Sensitivity: values and respects the concerns and feelings of others: behaviors communicate empathy toward others, respect for the individual, and appreciation of diversity among team members
- Organizing and Planning: has strong organizing and planning skills that allow them to be highly productive and efficient; manages time wisely, and effectively prioritizes multiple competing tasks.
- Active Listening: gives full attention to speakers, giving verbal and nonverbal cues to demonstrate interest and understanding

- Conflict Management: recognizes that conflict can be a valuable part of the decision-making process; comfortable with healthy conflict, and supports and manages differences of opinion.
- Change Agility: Embraces needed change and modifies behavior when appropriate to achieve organizational objectives; effective in the face of ambiguity.

**Skills:**

- Motivational interviewing
- Coaching staff and clients
- Problem solving
- Explain technical information in understandable terms
- Deliver public presentations
- Proofread the writing of others
- Maintain composure under pressure
- Exhibit solid judgment
- Time management

**Equipment:**

- Computer/laptop/printer
- Fax/scanner/copier
- Software programs, including databases
- Telephone

**PHYSICAL and SENSORY QUALIFICATIONS:**

R = rarely      O = occasionally      F = frequently

<b>Physical Activity</b>	<b>F</b>	<b>O</b>	<b>R</b>
Sitting			
Stationary standing			
Walking			
Crouching (bend at knee)			
Kneeling/crawling			
Bend at waist			
Twisting (knees/waist/neck)			
Climbing			
Grasping			
Driving a car			
Repetitive motions (keyboard/data entry)			
<b>Lifting/Carrying: 50 pounds</b>			
<b>Sensory Activities</b>	<b>F</b>	<b>O</b>	<b>R</b>
Talking (in person/on phone)			
Hearing (in person/on phone)			
Vision for close work			

**TO APPLY:**

Application and application instructions may be found at: [www.opcco.org/employment](http://www.opcco.org/employment). Paper copies of the applications may be picked up at: Opportunity Council, 1419 Cornwall Ave., Bellingham, WA 98225

**Position open until filled. Applications will be reviewed weekly.**

**Opportunity Council is a private nonprofit Community Action Agency working as a catalyst for positive change in our communities and the lives of low-income and disadvantaged people - serving Whatcom, Island, San Juan, Skagit, and Snohomish counties. EOE**