



Family Promise of Spokane

Housing Case Manager

Last Updated: 3/29/2024

REPORTS TO: Housing Program Manager

SCHEDULE: To be determined by manager based on need and applicants desired days and hours. Typically people work 8:00 a.m. to 5:00 p.m., some flexibility is possible.

SALARY: From \$22.00 per hour

BENEFITS: 100% Employer Paid Medical/Dental or \$250.00 a month health stipend

Paid Vacation Time

Paid Sick Time

Paid Holidays: New Year's Day, Martin Luther King Day, Memorial Day, Juneteenth,

Independence Day (July 4), Labor Day, Veterans Day, Thanksgiving Day, Christmas Day

Work Cell Phone

Work Computer

ABOUT US: At Family Promise of Spokane, we are on a mission to empower families facing homelessness by providing them with the tools, support, and guidance they need to achieve stable, permanent housing. Our team is dedicated to living by our core values which are: be radically empathetic, an intentional innovators, a collaborative stewards, to be held curiously accountable, and be compassionately competitive.

POSITION DUTIES

As a Housing Case Manager, you will be the cornerstone of our guest-driven case management program, guiding families through some of the most challenging times of their lives. You'll work collaboratively with a dynamic team to eliminate barriers, foster trust, and secure stable housing for our guests, all while adhering to Trauma-Informed, Low-Barrier, and Housing-First practices.

KEY RESPONSIBILITIES:

- Provide personalized case management to guests in a chaotic shelter environment, utilizing Housing First principles to help them overcome barriers and secure stable housing.
- Manage the enrollment and progress of guests in our Family Connection Services (FCS) program, ensuring accurate and thorough documentation.
- Build authentic relationships with guest families, maintaining confidentiality and professionalism at all times.
- Collaborate with the Housing Programs Manager to enhance agency partnerships and attend community meetings and training sessions as needed.
- Flexibly assist with additional shelter tasks, ensuring a supportive environment for all.

QUALIFICATIONS - To perform this job successfully, an individual must have:

- GED or High School diploma required; Bachelor's degree in social services or related field, or equivalent experience, preferred.

- Minimum 2 years of experience working with vulnerable populations, including families and children; prior experience with diverse populations and individuals experiencing homelessness is essential.
- Strong social awareness, emotional maturity, multitasking ability, and excellent communication and documentation skills are a must.
- Must be 21 years or older, de-escalation training and applicable certifications are preferred.

PHYSICAL REQUIREMENTS - This position may require an employee to successfully perform the following functions of the job. Reasonable accommodations may be made.

- Frequently sit, stand, climb, walk, pull/push, grasp, reach, stoop/crouch, crawl, and talk.
- Active mobility for up to 2 hours at a time
- Move, lift and/or carry up to 25 pounds in accordance with State of Washington Labor & Industry standards

WORKING CONDITIONS - This position will be completed under the following conditions.

- Must be able to move, lift, and carry up to 25 pounds, with active mobility for up to 2 hours at a time.
- Position primarily based on-site in a busy, occasionally chaotic shelter environment, with potential exposure to various health risks.

TO APPLY: Fill out an online application at

www.indeed.com/cmp/Family-Promise-of-Spokane-1/jobs. We may reach out for an interview if desired.

Family Promise of Spokane retains the discretion to add to or change the duties of the position at any time. This document is not a contract.