



**CITY OF PUYALLUP**  
invites applications for the position of:  
**Housing Case Manager**

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**SALARY:** \$25.00 - \$28.00 Hourly

**OPENING DATE:** 01/13/22

**CLOSING DATE:** Continuous

**DEFINITION:**

The City of Puyallup is hiring two temporary Housing Case Managers to assist the city in working with a community neighborhood as they transition to other housing. The positions are temporary, working 20-25 hours per week, and are anticipated to start immediately and end by October 31, 2022.

The Housing Case Managers will assist local residents of The Meridian Mobile Estates Mobile Home Park to locate and obtain permanent housing options before their community closes on October 1, 2022. The position has four primary case-management duties. The first is to build relationships with clients and conduct a screening to identify needs and barriers as well as the client's strengths. The second is to work with the client to develop a strength-based and client-centered plan for housing and housing retention. The third step is to meet regularly with the client to help them procure and complete action steps to achieve measurable goals, resulting in acquiring and retaining permanent housing. The fourth duty is to maintain the appropriate case management records and confidentiality. Within each of those steps is the duty to support and help clients be accountable to the Housing Stability Plan that is created.

**ESSENTIAL FUNCTIONS:**

- Research and confirm housing data, number of residents, residents' employment status and availability, etc.
- Assess Housing needs using Motivational Interviewing and a Progressive Engagement Approach.
  - Build a relationship of trust with the clients that can be used to support the client in finding housing.
  - Listen to client's story and summarize back to them.
  - Identify immediate housing barriers as well as strengths and potential assets and help households brainstorm creative options for alternate housing arrangements using Motivational Interviewing Techniques.
- Develop and Initiate Housing Stability Plan: Assess barriers to housing as well as the client's strengths and needs. Develop a strength-based and client-centered plan for housing and housing retention. Work collaboratively with households to determine steps needed to secure housing.
  - Document action plan for short-term intervention to resolve housing crisis, use of community and natural resources, and family strengths to create a path to permanent housing stability.
  - Meet with client to develop a strength-based and client-centered plan for obtaining and retaining housing. This will include:
    - Develop plans for addressing barriers such as previous evictions or convictions.
    - Utilize client strengths to develop and implement plans.
    - Work with client to develop realistic plans to handle difficulties in the future.

- Develop with Client specific measurable goals and action steps to achieve the goal of gaining permanent housing.
- Provide case management to Meridian Mobile Estates residents to assist in acquiring permanent housing solutions.
  - Meet with the client to review progress on identified action steps, possible options, and assisting the client in taking additional appropriate action steps to further plan goals.
  - Help the client establish next action steps that are appropriate to the client's level of ability function, and independence.
  - Work with client to address barriers to housing to include evictions and convictions.
  - Work compassionately with clients to overcome challenges in motivation as well as the impacts of trauma and poverty.
  - Reviewing the housing stability plan with the client and update as appropriate.
- Provide records and reports. Keep accurate and timely case management notes.
  - Participate in weekly case management meetings and provide case summaries and client status information.
  - Keep records organized and confidential
  - Prepare weekly report to include statistical information.
- Attend meetings as necessary.
- Work schedule may include morning, evening and weekend hours.

**QUALIFICATIONS:**

**Ability to:**

- Support and contribute to a creative, collaborative and respectful environment that promotes teamwork.
- Deliver culturally competent services and work effectively in multi-cultural situations.
- Understand and follow verbal and written instructions.
- Demonstrate excellent organizational and time management skills.
- Operate computers including standard office software including Microsoft Word and Excel.
- Work effectively with a diverse spectrum of high-need individuals and families.
- Work independently and as a member of a team.

**Education and Experience:**

Two years of related work experience in human or social services field, or a combination of college and relevant work experience.

**Special Qualifications:**

- Bilingual skills (English – Spanish) strongly preferred.
- Successfully pass required background check prior to employment.
- Must have reliable transportation, valid driver's license and automobile insurance.

**Preferred Qualifications:**

- BA/BS Degree in Human or Social Service field.
- Experience in case management.
- Knowledge of Pierce County social services and other community resources.
- Experience with transitional housing, landlord/tenant law and other housing issues.

**PHYSICAL CHARACTERISTICS AND WORK ENVIRONMENT:**

Constant use of sight, hearing, and speech abilities to perform essential functions and communicate with others. Constant fine finger manipulation and use of hands and arms in reaching/handling/fingering/grasping while operating office equipment and computers, preparing written documentation, handling paperwork, etc. Frequent sitting, may be extended at times, while doing desk activities. Frequent bending/twisting at waist/knees/neck while working at desk, worktable, or moving from sitting to standing position. Frequent standing in combination with walking (short distances) throughout work shift in office areas. Occasional lifting/carrying up to 30 pound file boxes, documents, etc. Occasional pushing/pulling force up to 10 pounds opening doors, drawers, and moving materials. Occasional climbing on step stools, ladders and stairs. Communicates verbally with customers, city staff, and the public in one-on-one settings, and over the telephone, sometimes in hostile situations. Works primarily indoors in an office environment with low noise levels.

### **SELECTION PROCESS**

Those applicants whose qualifications most closely correspond to the City's current needs will be contacted for interviews and/or testing. The appointing authority may conduct second interviews.

**Notification** – Following submission of application, an email acknowledgment receipt of application is given. Persons selected for an interview and/or testing will be notified by email, normally within 15 working days following the closing date on the job announcement.

**Not Selected** – No formal notification is usually sent by the City to applicants not selected for an interview or test. Should the same or another position open for which the applicant wishes to apply, he/she must apply online for each new opening.

### **GENERAL INFORMATION**

**Essential Functions** – The statements contained herein reflect general details as necessary to describe the principal functions for this job, the level of knowledge, skills and abilities typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods, or to balance the workload.

**Hours of Work** – Employee will work 20-25 hours per week and the work schedule will be set upon mutual agreement of the city and employee.

**FLSA Status** - This is a FLSA non-exempt position.

**Union Affiliation** – This position is a non-represented position.

**Equal Employment Opportunity** – The City of Puyallup is an Equal Employment Opportunity (EEO) employer and does not discriminate in any employer/employee relations based on race, color, religion, sex, sexual orientation, national origin, age, marital status, disability, genetic information, veteran's status or any other basis protected by applicable discrimination laws.

**Background** - The City of Puyallup will need to obtain the proper background and criminal history information pursuant to RCW 43.43.830/832 for positions where the employee will or may have unsupervised access to children, developmentally delayed persons or vulnerable adults.

**Disability** – In compliance with the Americans with Disabilities Act, disability will be considered only in the context of an applicant's ability to perform essential functions of the job and to determine reasonable accommodation. Accommodation to participate in the job application and/or selection process for employment will be made upon request with reasonable notice. Please contact the Human Resources Department for further information. The physical demands described in this job announcement are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Identification** – Applicants who are offered employment with the City are required to provide proof of identity and authorization to work in the United States within three days of date of hire, as required by the 1986 Federal Immigration Reform and Control Act. A list of acceptable documents verifying identity and authorization to work will be provided to those who are offered employment. The City uses E-Verify program.

**Drug-Free Workplace** –The City of Puyallup is a drug-free, tobacco-free workplace.

**Note –** The provisions of this job announcement do not constitute an expressed or implied contract. Any provision contained herein may be modified and/or revoked without notice.

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The City of Puyallup is an Equal Opportunity Employer

APPLICATIONS MAY BE SUBMITTED ONLINE AT:  
<http://www.cityofpuyallup.org>

333 S Meridian  
Puyallup, WA 98371

Position #CM-22-ADM-001  
HOUSING CASE MANAGER  
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