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**www.ExodusHousing.org**

## **Empowering Families… Strengthening Communities**

**Mission Statement:** *Encouraging independence, empowerment and self-sufficiency for families fleeing domestic violence by providing access to permanent housing, tailored services and community resources: Serving Pierce County.*

**Vision:** A community free of homelessness and domestic violence.

**Motto:** Empowering Families…Strengthening Communities

**Values:** Hope: Through compassion and respect, we help families discover new hope for their future

Empowerment: Through education, we empower families to become strong and independent

Accountability: Through fiscal responsibility, we leverage donations to support our families

Excellence: Through professional integrity we bring positive change to our neighborhoods.

**Scope of Service, Population Served and Program Goal***: We are a non-profit agency that provides qualified candidates access to permanent housing, monthly rental assistance, and ongoing customized case management supportive services through our rapid rehousing program. Households must be low income, fleeing or attempting to flee from domestic violence and have little to no resources for obtaining shelter/temporary housing on their own (HUD category 4). Our program outcomes are that at 80% of exiting families will retain their housing and 70% will have increased income from entry to exit.*

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| **Position Title** | Case Manager (background check required) |
| **Reports To** | Executive Director |
| **Office Location** | Puyallup, WA |
| **Compensation** | Full time with benefits (401K to start after 90 days from hire date: vacation & sick) and a salary range of $50,000-65,000 DEO and/or available funding |

**Job Summary:** The Family Service Specialist is responsible for the supervision and management of client caseloads and files. Case management should be delivered to at-risk families using a strength-based, tailored service model that is a nationally recognized best practice. The Family Service Specialist must abide by and promote the mission, vision, motto and values of Exodus Housing.

**Primary Duties/Responsibilities:**

* Conduct household intakes and collect required documentation
* Assist families with the development of a long-term housing stability plan at intake
* Assist families with housing options per their choosing
* Engage with new landlords to create targeted landlord list
* Negotiate with landlords for client rental eligibility
* Submit Housing Quality Standards (HQS) inspection requests through the Pierce County website
* Access checks for move-in costs by submitting a payment request
* Coordinate lease signing with landlord and client
* Assist clients with accessing services online (i.e. credit reports, Washington connect, education)
* Connect families to community resources and coordinate wrap around services with other agencies
* Assemble, organize and maintain client files
* Case notes must accompany all interactions with clients and be kept up to date in the client file
* Administer bus passes via the Pierce Transit website
* Assist families identify needs/barriers and develop goals and budgets to increase self-sufficiency
* Coordinate monthly meetings with client families and a mutually agreed up on communication plan
* Track program progress on monthly goals/budgets and other monitoring tools (quarterly reviews)
* Collect job logs and other documentation showing that families are making program progress
* Attend community meetings/trainings/webinars and participate in community outreach as needed
* Develop relationships with other community programs/agencies that provide resources to our clients

**Other Office Duties:**

* Prepare bank deposit for Executive Director

**Qualifications:**

* Bachelor's degree required in social service-related field
* Non-related degrees ok but must accompany 3 years work experience in a social service-related field
* Must possess a current WA State driver’s license, personal auto, and insurance (documentation required)
* Will need to pass a background check
* Training and/or knowledge of motivational interviewing, trauma informed care, homelessness and DV
* Working knowledge of Pierce County resources
* Working knowledge of office practices and experience with MS programs: Word, Excel, Outlook
* Excellent written/verbal communication skills and good customer service

**Skills and Attributes:**

* Demonstrate sensitivity/understanding/empathy for families experiencing crisis and trauma
* Assist with problem solving with the understanding that clients ultimately make their own choices
* Ability and willingness to work with diverse staff and client populations
* Working knowledge of Pierce County resources
* Able to assist clients in working through crisis and trauma situations
* Must exhibit behavior that is professional and non-judgmental when interacting with client families
* Must be a team player and be respectful towards staff, board members, clients, landlords, and the public
* Ability to work under pressure, effectively manage multiple tasks and meet deadlines
* Ability to demonstrate time management, work independently and manage client stress
* Must be able to demonstrate accuracy and attention to detail (particularly important per our client files)
* Ability to adapt quickly to program changes and/or administrative processes
* Must maintain client ***confidentiality*** (information may only be shared with a signed ROI by the client)
* Ability and willingness to travel locally as needed to meet with clients or attend community mtgs

**Exodus Housing is an equal opportunity employer.** It considers all applicants without regard to race, color, national origin, religion or creed, gender, disability, marital status, familial status, age, sexual orientation and gender identity. Exodus Housing will also reasonably accommodate individuals with disabilities to allow them to apply or to perform the essential functions of the job.

**Send resume and cover letter to:**

[tonya@ExodusHousing.org](mailto:tonya@ExodusHousing.org), or fax 253-826-2169 