



CHIEF SEATTLE CLUB

Rapid Re-Housing Case Manager

Job Title: RRH Case Manager

Salary: DOE

Responsible To: Case Management Director

Hours: Full Time

Job Description

This position is a key member of the Chief Seattle Club team, responsible for providing culturally competent housing case management and counseling services to our members. This position will report directly to the Case Management Director, and requires sensitivity to the needs of homeless and low income American Indians.

This position requires excellent oral and written/communication skills, and the ability to prioritize and manage a large caseload. Must work efficiently under pressure and creatively to resolve issues that arise. This position represents the organization with confidence and professionalism.

Goals and objectives are established and evaluated by the Executive, Deputy, & Case Management Directors.

JOB DUTIES: RRH Case Management

- Works with members to provide individual housing options through the Rapid De-housing program; provides coordinated services with multiple Chief Seattle Club partnering agencies. Expected to meet program performance objectives and productivity standards;
- RRH Case Manager will have a case load of 59 households; successfully exit 80% of households into permanent housing and ensure 95% of single adults/families and 80% of youth/young adult households that exit into permanent housing will not return to homelessness within 6 months;
- After move-in, RRH case managers will conduct 90-day follow-up assessments to ensure households continue to remain stably housed;
- Efficient with the housing triage tool to get them into low income subsidized housing.
- Being able to multi-task and keep track of budget for move-in costs (deposits, applications fees, 1st month rent, last month's rent etc.); excel efficient, word document efficient for deliverables;
- Attends and participates in CSC trainings, staff meetings, and monthly CSC partners meeting;
- Other job-related duties as assigned by management; detail progress notes, house visits, advocacy;
- Provides initial intakes on incoming members;

- Determines member's strengths and needs by establishing a safe trusting relationship with members and CSC partnering agencies; assist in establishing a goal-oriented Individual Housing Plan;
- Maintains continuity of care by communicating changes in member condition to all relevant CSC personnel; documenting changes and service plan events; monitoring progress toward housing goals and adjusting services as required;
- Establishes a compassionate and respectful environment by practicing good communication skills; keeping member information confidential; conducting self in professional manner;
- Completes projects and task as assigned by Supervisor;

Minimum Requirements:

- BA or equivalent work experience
- Minimum 2 years case management experience; preferably in a non-profit social service setting
- Excellent typing, verbal, written and communication skills
- Proficient in Microsoft applications (Outlook, Word, Excel)
- Organized and creative
- Leadership and teambuilding skills is a must
- Ability to handle complaints/conflicts in a calm and professional manner
- Experience working with homeless and/or low income population
- Experience working with Native American population and/or strong awareness of Native Culture
- Must possess a valid WA state driver's license & 3 year clean driving record.