



Senior Case Manager, Housing

Full Time Exempt

Salary: Range \$50,000 - \$60,000

Reports to: Operations Director

Benefits: Medical, Vision, Dental, Disability, Life Insurance, EAP

RESPONSIBILITIES AND PURPOSE

The Senior Case Manager, Housing role is responsible for occupancy administration for all Jubilee Women's Center housing and also provides direct, supportive, ongoing coordination of services to assist homeless women in Jubilee Women's Center's Employment and Education Program. This position interacts with residents, staff, donors, volunteers, neighbors and other agencies.

Case Management

Case management duties include supporting residents in obtaining employment, permanent housing, and personal empowerment. This involves needs assessments, goal planning, resource identification and referral, advocacy, service monitoring and follow-up.

- Assure basic needs and safety of program participants.
- Manage a caseload of 10-15 participants.
- Work with assigned participants to develop short and long-term goals, utilizing the JWC self-assessment, and create pathways to achieve those goals.
- Support participants with job readiness, including help with resumes, cover letter, and job search as need. Make referrals to the Employment and Education Manager to develop an Employment Plan that will lead to a living wage.
- Provide crisis management, intervention, problem solving, and conflict mediation, when necessary. Support other case managers when participant conflicts require additional staff support for de-escalation.
- Work with community partners to develop referral sources and community resources for Jubilee participants.
- Assist with Resident House Meetings, tours, community meals, volunteers, and participate in Jubilee events, as needed.
- Provide follow-up to former participants, as needed.
- Possess a solid knowledge and understanding of the Resident Handbook and Community Code guidelines. Be willing to provide honest, candid feedback and hold program participants accountable when guidelines are not followed.

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- Maintain clear, accurate, current notes in resident files of all significant interactions and goal achievements.
- Maintain up-to-date and accurate records in the Outcome Tracker database.
- Articulate and follow appropriate standards of professional and personal boundaries.

Occupancy Administration

This position is responsible for oversight and administration of JWC housing and occupancy administration, including updating and maintaining industry standards for policies and procedures in housing; staff training and compliance regarding housing issues; and reporting to public entities. Additionally, this position is responsible for program admissions, orientation, lease renewal, and lease compliance.

- Manage and administer all areas related to orientation and compliance of program and lease agreements
- Work with Operations Director to ensure compliance with all legal and regulatory procedures including applicable fair housing and disability laws.
- Work at all Jubilee locations as needed for admissions and lease compliance.
- Work with Operations Director to regularly evaluate and adjust program model for effectiveness and quality assurance.
- Supervise the application process, waitlist management, and participant selection.
- Manage and serve as primary contact for resource partner contracts
- Conduct internal reviews of client and unit data in Outcome Tracker to ensure accuracy for internal and external reporting (i.e. WBRs).

Minimum Qualifications:

- Three years or more of progressive case management or similar experience.(REQUIRED)
- Three years or more of housing program experience or equivalent with extensive knowledge of Seattle and King County housing law and fair housing practices. (REQUIRED)
- Bachelor's Degree in related field required or equivalent experience.
- Commit to providing an inclusive, caring, honest and respectful environment while treating all participants, staff and volunteers with dignity and respect.
- Willing to embrace the mission and goals of Jubilee Women's Center.
- Demonstrated ability to work well under pressure; handle multiple time-sensitive tasks; strong organizational skills.
- Sensitivity toward cultural, racial, ethnic, socio-economics, and sexual identity diversity, as well as physical/mental health abilities.
- Commitment to excellence and continuous improvement in a rapidly changing environment.
- Ability to work flexible hours including some evenings and weekends as needed.
- Ability to work independently and as part of a team, including group activities with residents.
- Valid WA state driver's license.

Send cover letter and resume to Matt@jwcenter.org

Jubilee Women's Center is an Equal Opportunity Employer. At Jubilee Women's Center we welcome people from all cultures and backgrounds. We strongly encourage applicants from women, people of color, immigrants, refugees, people with disabilities, members of the LGBTQ community, and other underrepresented and historically marginalized groups. www.jwcenter.org