



Case Manager Supervisor – Issaquah, WA

Job Description

Are you inspired by the idea of using your professional skills to directly benefit people? Imagine Housing is the primary developer of permanent affordable rental housing in East King County, Washington. We are a leader in providing person-centered, strengths-based supportive services including case management, resource referrals and community building events (suspended during COVID-19) at our properties. Our organization is aware of the needs of diverse communities and is committed to cross-cultural competence. Imagine Housing empowers individuals and families, supports diversity and strengthens communities. We make it possible for individuals and families with low incomes, veterans, seniors, survivors of domestic violence, and young adults aging out of foster care to live and thrive on the Eastside.

Imagine Housing has an excellent reputation throughout the Puget Sound region for our commitment to increasing the availability of affordable housing and for our leadership in affordable housing advocacy. Over 30 years in the community, we have built or acquired 15 properties in six Eastside cities, serving more than 1,400 low-income individuals each year with 639 affordable apartments.

POSITION

The Case Manager Supervisor reports to the Supportive Services Manager. This position is responsible for providing case management, overseeing resident services, and supervising one or more Case Managers. The Case Manager Supervisor will identify and measure the outcomes and outputs of the residents.

KEY SUPERVISORY RESPONSIBILITIES

- Participate in the hiring, training, development and evaluation of Case Managers
- Support staff in appropriately handling difficult resident issues and effectively providing supportive services to residents.
- Assist with the facilitation of bi-monthly team meetings with the Supportive Services team.
- Review and submit monthly and quarterly reports to the Supportive Services Manager in a timely manner and review HMIS and VA database entries and reporting, as required.
- Review each team member's yearly target outcomes for their assigned properties.

KEY CASE MANAGEMENT RESPONSIBILITIES

- Provide case management to individuals and families. This may include individuals who have transitioned from homelessness.
- Work directly with property management personnel to coordinate various resident services.
- Assist residents to establish and achieve their desired goals, coordinate residents' care with service providers, refer residents to appropriate community resources and provide other support as requested. Follow up with households regularly. Case management also consists of intakes and assessments that are standard and key to resident success.
- Assist residents in applying for public benefits as appropriate.

- Facilitate and coordinate supportive activities for residents with other program staff and partnering service providers including: employment assistance activities such as job readiness training, resume preparation, interview practice, attending job fairs and networking with prospective employers; budgeting and money management training; health and wellness education, etc.
- Provide basic needs items, bus tickets and emergency food when appropriate.
- Provide crisis management when needed.

KEY COMMUNITY EVENT RESPONSIBILITIES (some events are suspended during COVID-19)

- Coordinate community meals based on interest of the community, including planning, shopping, preparing, and clean up; using volunteers as available.
- Plan, coordinate, and facilitate community events.
- Third-party volunteer communication and supervision.
- Provide educational components at every event including coordinating with occasional guest speakers and service providers.
- Delivery and distribution of food, clothing, baby items, etc., as needed.

REPORTING IN HMIS AND CIVICORE DATABASES

- Assign new residents to property in HMIS (a King County database).
- Complete new residents' basic demographic and family information in CiviCore (an Imagine Housing database).
- Track and record data on residents' participation in supportive services, progress on their goals and impact of supportive services on residents in CiviCore. Including basic need items provided to households and referrals given and completed.
- Complete monthly and quarterly funding reports for King County and the City.

ADMINISTRATIVE RESPONSIBILITIES

Duties include but are not limited to: communicating events to residents on a monthly basis, ensure all collaborations with partnering agencies are effectively managed, accurately process budgets, expense, time and attendance and other reporting,

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

- Proven experience effectively leading a team;
- Ability to communicate and work effectively with seniors, families, individuals and youth from a variety of economic, cultural and ethnic backgrounds, with varying physical and mental abilities, with diverse sexual orientations and gender identities as well as physical and mental disabilities, and substance use issues
- Outstanding organizational, verbal and written communication skills
- Provide your own transportation to travel between housing sites; donation deliveries and pick-ups; shopping for community meals and events; agency events, and meetings, multiple times during the week (mileage will be reimbursed)
- Ability to make sound decisions, even in crises, without daily onsite supervision
- Ability to set and maintain boundaries with clients in a professional manner
- Ability to work independently and as part of a team

- Ability to be interconnected with Imagine Housing staff, co-workers, and property management staff; be helpful, respectful, approachable, and team oriented, building strong working relationships and a positive work environment
- Receptive to feedback and willing to learn and embrace continuous improvement
- Ability to achieve a standard of excellence with our work processes and outcomes, honoring agency policies and all regulatory requirements
- Knowledge of Motivational Interviewing techniques
- Knowledge of the root causes of poverty and homelessness
- Customer-focused and continuously striving for high resident satisfaction; going out of your way to be helpful and pleasant
- Ability to work a flexible schedule that meets the needs of residents
- Competency in use of personal computer, especially for word processing and generation of statistical information
- Ability to bend, stoop and lift up to 25 lbs.
- Bilingual preferred

MINIMUM REQUIREMENTS

- A minimum of two years of supervisory experience;
- A minimum of two years case management or similar experience in a human services setting;
- Experience working with people experiencing mental health and chemical dependency issues;
- Experience providing supportive services to individuals who have experienced trauma; and
- Ability and willingness to work a flexible schedule.
- Willingness to plan and execute weekly community dinners and other events on site
- Provide own transportation between housing sites and meetings multiple times during the week
- Willingness to transport donated items between housing sites

WORK SCHEDULE

The Case Manager Supervisor position is a full-time salaried (exempt) position. Hours will be primarily from Monday through Friday between the hours of 8:00 a.m. and 5:00 p.m. Evening/weekend work may be required. Regular daily (work week) presence is required (working remotely when possible during COVID-19).

SALARY AND BENEFITS

Salary range is \$53,000 to \$55,000/year and will be based on experience. Benefits include 100% company-paid medical, dental, vision and life insurance, paid holidays, paid sick and vacation leave, and 401(k) matching contribution. Opportunities for professional development will be provided.

TO APPLY

Please email resume and cover letter to eunices@imaginehousing.org Cover letter should include how you learned of this position, why you are an ideal candidate, and your salary expectations.

**EQUAL
OPPORTUNITY
EMPLOYER**

Imagine Housing provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, compensation, promotion, supervision, transfer, training, benefits, leave of absence, layoff and termination.

For more information on Imagine Housing, visit www.imaginehousing.org