

## **Case Manager III – Esterra Park**

### **Job Description**

### **2022**

#### **THE ORGANIZATION**

Are you inspired by the idea of using your professional skills to directly benefit people? We are seeking highly motivated and high performing professionals to add to our growing team. Our work environment is positive, caring, collaborative, solution-oriented, and fun. Imagine Housing was named as one of Washington’s Best Workplaces in 2018 by the Puget Sound Business Journal.

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 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, children, 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 now have 640 affordable apartments in six Eastside cities serving more than 1,400 individuals and families with low incomes each year. We plan to double our size in the next five years to meet the ever-increasing needs in the region.

#### **POSITION**

The Case Manager will work at affordable housing properties on the Eastside of King County providing case management, resource referrals, community dinners, and other events.

This position will be under the supervision of the Resident Services Manager.

#### **KEY CASE MANAGEMENT RESPONSIBILITIES**

- Provide case management to individuals and families. This may include individuals who have transitioned from homelessness. Residents do not have lease stipulations that require them to access case management. Residents will also have to execute a Release of Information (ROI) form with the property management office if any tenant file related information is to be shared with the Case Manager.
- Work directly with third party Asset Management, Owner, and Property Management to ensure housing stability for residents.

- Ability to recognize key housing issues that may jeopardize a resident's tenancy and work with third party property staff to work towards solutions.
- Oversee the complete Housing Retention Plan process.
- Coordinate relationship between owner, property management, and CEA. Including, posting openings appropriately, attending case staffing's, and troubleshooting any issues or concerns with appropriate property staff and CEA staff.
- Assist residents to set and achieve their desired goals, coordinate residents' care with service providers, refer residents to appropriate community resources and provide other supports as requested by residents. 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**

- Provide regular (sometimes weekly) evening community meal, including planning, cooking, shopping, preparing, and cleaning 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.
- Pick-up, 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**

- Design and distribute site event calendars monthly.
- Complete applications, referral paperwork and order forms for programs provided in collaboration with partner agencies such as Hopelink and Eastside Baby Corner.
- Write and submit event snapshots after each event.
- Complete basic needs supply inventories monthly.
- Submit travel and VISA expense reports monthly.
- Manage the property level program annual budget.
- Collect and submit volunteer hour reports monthly.
- Submit bus pass inventory monthly.
- Submit online timesheet twice monthly.

#### **OTHER RESPONSIBILITIES**

- Attend Supportive Services department (as scheduled; sometimes weekly), Imagine Housing all-staff, and supervision meetings, as scheduled.
- Attend meetings with property management staff as needed.
- Assist in identifying and participating in trainings needed to be more effective as a Case Manager.
- Work a flexible schedule based on availability of residents.
- Perform other assigned duties in a timely and efficient manner.

#### **KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED**

- 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.
- Be 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**

- Minimum 2 years' experience working with families or individuals entering PSH. Experience in all steps of the process from entering CEA through obtaining and maintaining permanent housing;
- Minimum 2 years' experience working with families or individuals to create client led behavioral plans with the goal of housing retention;
- Experience working with people experiencing mental health and chemical dependency issues;
- Experience providing supportive services to individuals who have experienced trauma;
- 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 position is a full-time (40 hours per week) salary exempt position. Work days are Monday through Friday and general hours will take place between 9:00am and 6:00pm. Regular daily presence is required.

#### **PAY AND BENEFITS**

The salary range for this position is from \$60,000- \$65,00 annually based on experience. This is a full-time (40 hours per week) position and benefits include 100% company paid health, dental, vision, and life insurance; PTO, and holidays; 401(k) matching contribution; and opportunities for professional development.

#### **TO APPLY**

Please email a resume and cover letter to [eunices@imaginehousing.org](mailto:eunices@imaginehousing.org)

If you have any questions, please call Eunice Springs at (425) 521-5202.

**EQUAL  
OPPORTUNITY  
EMPLOYER**

Imagine Housing is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, age, sex, religion, sexual orientation, gender identity or expression, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws.

This policy applies to all employment practices within our organization, including hiring, recruiting, promotion, termination, layoff, rehire, leave of absence, compensation, benefits, training, and internship. Imagine Housing makes hiring decisions based solely on qualifications, merit, and business needs at the time.



Imagine Housing is committed to working with and providing reasonable accommodations to individuals with disabilities. If you need a reasonable accommodation because of a disability for any part of the employment process, please call (425) 521-5202 or send an e-mail to [eunices@imaginehousing.org](mailto:eunices@imaginehousing.org) and let us know the nature of your request and your contact information.

For more information on Imagine Housing, visit [www.imaginehousing.org](http://www.imaginehousing.org)

***PLEASE NOTE: This position description generally describes the principal functions of the role and the level of knowledge, expertise and practice typically required; it is not designed to contain a comprehensive listing of activities or responsibilities. In addition, this position description does not constitute an employment agreement between the employer and employee and is subject to modification with or without notice.***