



HOUSING OPPORTUNITIES

of SW Washington

Connecting people to homes, hope and opportunity. *Jennifer Westerman, CEO*

POSITION TITLE:	Supportive Services Case Manager
DEPARTMENT:	Supportive Services Division
SUPERVISOR:	Supportive Services Manager/Assistant Manager
SALARY:	Grade J, \$26.83 - \$32.04/Hour
HOURS:	8:00 – 5:00 Monday-Friday, Flexible
LOCATION:	Longview, WA Area

POSITION OVERVIEW:

Provide service intensive case management to participants in the program with goals of housing stability, income enhancement through employment and/or benefit procurement, and self-determination.

JOB DUTY OUTLINE:

1. Provide case management to participants for assistance in the program goals of housing, income enhancement through employment and/or benefit procurement, and self-determination.
2. Provide support, encouragement, and firm direction to participants, possibly at all hours of the day and night.
3. Ability to provide wrap around services to clients with more intensive needs, to include care coordination with all aspects of the participants care team.
4. Utilize Harm Reduction and Motivational interviewing techniques with clients.
5. Assist clients to construct individualized service plans, to include measurable and achievable goals.
6. Empower participants to acknowledge each accomplishment.
7. Assist participants to make informed decisions.
8. Model self-determination with program participants.
9. Provide support to participants in job search activities and techniques.
10. Communicate effectively with providers and document all interactions.
11. Work with HOSWWA staff to achieve program goals.
12. Oversee the residency of participants and enforce program standards.
13. Maintain HOSWWA standards of client charts, files, and records.
14. Perform record keeping and program evaluation as required.
15. Compile and submit routine reports as needed.
16. Perform other duties as assigned.



820 11th Avenue • Longview, WA 98632 • (360) 423-0140 • FAX (360) 425-9930

TTY (800) 833-6388 • www.hoswwa.org

SKILLS AND ABILITIES

1. Must be able to work with a high degree of confidential information and possess the ability to prioritize and work with varied tasks.
2. Must adhere to professional boundaries and ethics.
3. Ability to keep the participants' best interest paramount in all areas of case management.
4. Possess a working knowledge of community resources and clinical facilities.
5. Work closely with mental health and substance abuse treatment providers.
6. Professional conflict resolution skills.
7. Strong time management skills.
8. Must have the ability to advocate equitably for each participant, facilitate interactions with other professionals and coordinate positive opportunities.
9. Applicable knowledge of HOSWWA policies, procedures, and practices relating to supportive services.
10. Possess a strong sense of confidence and be able to serve as a role model and leader.
11. Ability to educate effectively and assist in identifying and breaking down barriers.
12. Critical thinking and problem solving.
13. Must be passionate about working with the service population.

QUALIFICATIONS (Education/Experience):

1. High School diploma or G.E.D.
2. Preference for bachelor's degree in social work, psychology, or related field.
3. Preference for applicants with experience in case management, social services, or related fields.
4. Knowledge of case management methods and commitment to stay current on all technical information available in the field.
5. Working knowledge of region's social service systems and ability to establish a working relationship with local service providers.
6. Must have current computer skills.
7. Must pass a background check.
8. Must have a valid Washington State Motor Vehicle Operators License, reliable transportation, and current vehicle insurance.
9. Must be eligible to work in the United States.

BENEFITS DESCRIPTION:

HOSWWA offers employees and their eligible family members the option to enroll in medical, dental, vision, and/or supplemental life insurance. Employees are also covered by Basic Life and Accidental Death and Dismemberment and Long-Term Disability insurance.

All HOSWWA employees are members of the Public Employees Retirement System (PERS) administered by the Washington State Department of Retirement Systems (DRS). Employees may also contribute funds to Deferred Compensation Program (DCP), a 457(b) supplemental retirement savings plan run by the DRS.

Employees receive 14 paid holidays per year, paid sick leave accrual at a rate of 8 hours per month, and, following 90 days' orientation, paid annual leave starting at 40 hours per year.

Other benefits include two Employee Assistance Programs (EAP) and access to student loan forgiveness through Public Service Loan Forgiveness (PSLF).

WORKING ENVIRONMENT:

Periodic unsanitary conditions and stressful situations in occupied and unoccupied apartments.

EQUAL OPPORTUNITY EMPLOYER:

All qualified applicants are welcome without regard to gender, gender identity or gender expression, sexual orientation, race, ethnicity, or cultural identity, national origin, religion, age, veteran status, genetics, or disability. We encourage minorities, LGBTQ, veterans, and individuals with disabilities to apply.

ORGANIZATION CHARACTERISTICS:

Housing Opportunities of SW Washington is a public organization created under the Housing Authorities Law of the State of Washington. Created in 1976, the Authority's jurisdiction of responsibility includes: Cowlitz, Lewis, Pacific, and Wahkiakum Counties. HOSWWA administers various federal housing programs, locally owned properties, and Section 8 Housing Assistance Payments Programs. It also owns and manages federally funded USDA Rural Rental Multi-Family Housing, and operates several programs designed to expand affordable housing opportunities.