



**Position Description**  
**Residential Housing Case Manager**

<b>Title:</b> Residential Housing Case Manager	<b>FLSA:</b> Non-Exempt
<b>Wage Range:</b> 32	<b>Reports To:</b> Lead Housing Case Manager
<b>Last Update:</b> December 2024	<b>Type:</b> Full Time

**Summary:**

With direction and supervision from the Lead Housing Case Manager, manages a client caseload based out of Tolmie Cove and Deschutes Cove properties. The Residential Housing Case Manager will help provide wrap around case management to residents that includes Foundational Community Support (FCS) program support, as well as other current housing programs administered by CACLMT. The case manager provides resources for rental assistance, utility assistance, and essential needs assistance including personal development opportunities. Functions may require providing client assessments for goal setting, safety planning, crisis intervention, and resource navigation. This position will also support Energy Services for Housing Program clients as needed.

**Typical Work:**

**Housing:**

- Meet clients where they are; either service facilities or CAC offices to explain offered services and establish a working relationship. Conduct intake and initial interviews with clients, to establish eligibility for Foundational Community Supports program services and other applicable contractual requirements are met/in compliance.
- Provide outreach and housing-focused case management services in a culture-informed and trauma-informed manner.
- Maintain the required caseload to agency requirements.
- Assist clients in maintaining housing stability and fostering their identified needs for engagement and problem-solving tools.
- Assist clients in obtaining employment and maintaining employment stability.
- Assess client’s needs for mental health, primary medical care, and substance use according to their stage of change, focusing on reducing harmful consequences of behavior.
- Advocate for clients with a variety of other service providers to include client landlords as needed.
- Provide ongoing support to clients to ensure they are meeting their goals for personal development to include facilitation of community meetings to understand residents’ needs and priorities.
- Develop rapport with individuals and family members as applicable; this may include youth.
- Assist individuals in navigating resources throughout Thurston County to include partnership development to enhance service delivery.
- Monitor and provide follow-up case management processes for on-going assessments and referrals of needs and services as appropriate.
- Maintain client records on an on-going basis. Initiates and maintains a paper trail related to general terms and conditions of the programs and its inventory – if applicable; this includes case notes and program evaluation.
- Prepare monthly reports including statistical data and client surveys.
- Other duties as assigned.

**Energy Services:**

- Assist with Energy applications and coordination of benefits for housing program clients.
- Assists Energy Assistance staff with home visits and client information and referrals, as available.

**Education & Experience:**

- Bachelor's degree in social services or another related field. However, relevant work experience can be substituted for formal education.
- Experience and working knowledge of Foundational Community Supports (FCS).
- Two years' experience in the field of social services;
- One year experience in Coordinated Entry
- Experience with low-income individuals and families;
- Experience working with populations who experience housing crisis
- Experience in group facilitation and community engagement

**Required Requirements:**

- Washington State Driver's License

**Knowledge and Abilities:**

- Knowledge of educational methodologies to foster self-esteem, self-advocacy, problem solving and critical thinking processes.
- Ability to provide crisis intervention, have problem solving techniques; provide basic case management processes and procedures.
- Ability to become proficient in internal database systems.
- Must be able to demonstrate having the ability to proficiently use Microsoft office, and other software systems.
- Research and investigative skills.
- Able to maintain confidentiality

**Decision Making:**

- Able to analyze, evaluate, and synthesize information is essential for making informed decisions.
- Able to think creatively to identify unique and effective choices.

**Time Management:**

- Proficient in time management techniques to consistently meet deadlines.
- Able to handle multiple tasks simultaneously

**Organization:**

- Efficiently organize assignments, establish priorities, and manage workloads independently.

**Communication:**

- Using active listening techniques by listening attentively to others, considering their input, and asking clarifying questions can lead to better-informed decisions in group settings.
- Demonstrated ability to communicate and effectively interact with people across cultures, ranges of ability, genders, ethnicities, races, diverse socio-economic, ethnic, religious, and education backgrounds.
- Work cooperatively and be able to exchange information with other organizations and agencies as appropriate.

**Adaptability:**

- Understanding of adapting to changing work environments. Prioritize tasks and adapt quickly to evolving organizational needs, ensuring efficient task completion.

**Emotional Intelligence:**

- Understanding your own emotions, biases, and preferences is crucial for making unbiased decisions.
- Recognizing and understanding the emotions and perspectives of others is essential, especially in interpersonal and group decision-making contexts.
- The ability to manage your emotions and stay calm under pressure is important for making rational decisions

**DEI (Diversity, Equity, and Inclusion):**

- Ability to work with efficiency and flexibility, with a commitment to developing equitable and supportive team practices that promote team members health, wellbeing, and sustainability.
- Engage in training, conversations, and operationalize equity, diversity and inclusion within the programs and teams.

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Be able to occasionally move about inside the office to access file cabinets, office machinery, etc.
- Able to constantly operate a computer and other office productivity machinery like copiers and computer printers.
- Able to communicate verbally and in writing with others.

**Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work environment includes an office environment which is usually quiet.

*The statements contained in this position outline reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility but should not be considered an all-inclusive listing of work requirements. Individuals may perform other related duties as assigned including work in other areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.*

**Acknowledgment**

I have read the above job description and understand the requirements. I have the ability to perform all of the functions listed above with, or without reasonable accommodation. Furthermore, I understand that this is not to be construed as an employment contract. I acknowledged having received a copy of this job description.

---

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_