



Position: Case Manager I, II, III – Housing and Shelter Case Manager

Reports to: Housing Program Manager

Hours: 40 hrs. Week

Salary Range: \$45,000 - \$52,000

Classification: Regular, Nonexempt

Reviewed: December 2021

CFH serves people from diverse cultures, races, gender identity, sexual orientation, and ages. We value diversity and intentionally work to recruit, hire and retain staff who reflect the diverse client population we are serving. CFH is an equal opportunity / affirmative action employer.

ABOUT CFH

CFH is a secular 501(c)3 nonprofit organization founded in 1993 to provide a warm, safe, and hospitable place for single men to sleep and be nourished with three healthy meals each day. Today, with phenomenal partnerships and support from King County's Eastside community, CFH serves more than 1,700 people each year with street outreach, day center services, shelters, permanent subsidized housing, case management, and other life-saving supportive services—including 125,000 meals. CFH is a healthy, fiscally stable organization with a dedicated Board and staff poised to advance its mission.

Our core values are relationship, community, empowerment, dignity and respect. These values embody the CFH mission: to partner with men & the community to create a path from homelessness to stable living.

OVERVIEW OF POSITION:

The Housing Case Manager is part of a team of staff that works together to create an atmosphere that is supportive and cohesive. This position helps clients achieve wellness and autonomy by facilitating mental health, substance and relapse supports, health care coordination, and all aspects an individual might need to achieve stable living. In addition to providing support and resources for clients, the Case Manager is expected to maintain strong working relationships with external support networks, government resources, internal partners and community resources. These expectations are accomplished by fostering healthy relationships with clients and staff, creating programming that meets a variety of client's needs and empowering men to engage in services that lead to long-term stability.

KEY RESPONSIBILITIES:

Direct Client Contact/Case Management

- Assess and document the client's status and needs.
- Create and utilize structured plans (goals, housing stability plan, etc.) in order to maximize client success.
- Facilitate communication and coordination between care/service/support providers.
- Educate the client about service options, available resources, and case management.
- Empower the client to problem solve in order to achieve outcomes.
- Promote client self-advocacy and self-determination.



- Advocate for the client's needs and best interests in order to achieve positive outcomes.
- Provide case management in other non-office locations as appropriate.
- Accountable to achieving the program's desired outcomes with the program team.
- Fulfill the specific requirements of the program (e.g., weekly case management sessions, workshops).
- Collaborate with case managers, other staff, and the men to create supportive programs that help men maintain and/or move towards personal and housing stability (one-on-one and group programs, etc.).
- Serve as a consistent, positive and appropriate role model to the clients that we serve.
- Assists in the documentation of client data into AGENCY data base.
- Facilitate groups with the clients that help lead to personal and housing stability.

Service Documentation and Evaluation

- Maintain thorough, accurate records of case management activities with every program client.
- Maintain HMIS database by timely entering client data.
- Communicate regularly with staff via email, incident reports and briefings.
- Effectively utilize case conferencing to support case management work.
- Complete intakes as needed with new clients entering the program.

General

- Assist with office-related tasks as needed.
- Attend all job-related meetings, including program staff meetings and agency-wide meetings.
- Participate in opportunities for learning and skill maintenance/development, including internal and external training and workshops.
- Assist with other duties assigned.

QUALIFICATIONS:

- Bachelor's or associate's degree and at least two years' related experience, or an equivalent combination of education and experience.
- Energetic and forward thinking with high ethical standards and an appropriate professional image.
- Strong commitment to CFH's mission.
- Understanding (or commitment to develop an understanding) of the intricacies of homelessness.
- Demonstrated understanding and respect for the diverse viewpoints shared by communities about providing services to people experiencing homelessness.
- Excellent interpersonal skills with strong ability to authentically listen and build collaborative relationships.
- A strong orientation toward social justice concerns.
- Experience, ability and willingness to work respectfully with culturally diverse people.



- Ability to think outside the box with creativity, ingenuity, compassion, and commitment to the mission.
- Flexible, adaptable, and works well under pressure.
- Excellent organizational skills, accuracy and attention to detail required.
- Outstanding ability to organize self and others in an efficient, diplomatic and effective manner.
- Strong computer skills, with ability to create and maintain databases.
- Ability to attend work regularly, including scheduled work time outside of typical office hours (evenings and weekends) and emergency after-hours responses is required.

CERTIFICATES, LICENSES & REGISTRATIONS

Washington driver's license and insurable driving record required.

PHYSICAL DEMANDS

- Physical ability to sit, walk, and/or stand for prolonged periods of time.
- Ability to stand, stoop, bend, grasp, and/or hold work located at the office or other locations as needed.
- Prolonged periods of sitting at a desk and working on a computer.
- Requires individual is able to safely lift and carry at least 35 lbs. and must occasionally lift/carry push up to 45 pounds.
- Individual must also have the use of all senses, to include, but not limited to sight, hearing, smell, and taste.
- Must be able to access and navigate each department at the agency's facilities.

Note re: COVID-19: CFH follows the most current health and safety guidelines provided by King County Public Health and the CDC. This position is required to wear personal protective equipment at all times while on site and may be exposed to people who may have the COVID-19 virus.

SUBMISSION:

To apply, please submit resume and cover letter including a personal statement expressing how the mission of CFH aligns with your personal and professional goals.

SALARY & BENEFITS:

- Annual Salary Range: \$45,000 – \$52,000
- Regular employees who work at least twenty hours per week are eligible for prorated benefits including medical and dental insurance at a reduced cost to the employee, paid time off, cell phone stipend, holidays and employer matched retirement.
- Flexible work schedule as approved by supervisor and based on specific position requirements.



CFH does not discriminate on the basis of race, religion, color, age, genetic information, sensory, mental or physical handicap, national origin, gender, sexual orientation, gender identity, gender expression, marital status, familial status, parental status, citizenship status, pregnancy, veteran status, political ideology or any other basis protected by applicable law.

TIMELINE:

Applications will be considered on an ongoing basis; position open until filled.