



## Family Promise of Spokane Case Manager

Last Updated: 3/24/21

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REPORTS TO: Emergency Shelter Manager

SCHEDULE: Full-time and part-time positions available, up to 40 hours per week, may require some evenings, weekends and holidays

FLSA STATUS: TBD

SALARY: TBD

BENEFITS: TBD

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OVERVIEW: The Case Manager is responsible for providing support and guidance to Guests during one of the most stressful times of their lives, in order to help them achieve personally identified outcomes. Case Managers must follow Family Promise Core Values when working with Guests (Non-Judgemental, Respectfully Compassionate, Present, Competent, and Empowering.)

### POSITION DUTIES

- Walk alongside Guests who are experiencing homelessness within a chaotic environment
- Take and manage thorough case notes on all Guest cases.
- Follow and implement case plans/goals for all Guest families.
- Check-in with Guest families on a weekly basis.
- Build genuine rapport with the Guest families you manage cases for
- Follow strict confidentiality and professional boundaries with Guest families.
- Commit to following WA State Mandatory Reporter Laws, Rights to Privacy Laws, and Release of Information Laws.
- Communicate mistreatment or unethical behavior witnessed or told secondhand to a Shelter Supervisor.
- Assist Program Manager (PM) with everyday tasks as it relates to case management.
- Works with PM to collaborate with current agency partners, and develop new partnerships where needed.
- Attend community meetings and training where applicable.
- Attend mandatory weekly staff and department meetings.
- Other Duties as Assigned

- Flexibility in hours available, preferred.
- Be willing to help with other tasks around the shelter, as needed.

**QUALIFICATIONS** - To perform this job successfully, an individual must have: ● **Education:**

- GED or High School diploma required.
- Bachelor's degree in a social services related field, or a combination of education and experience, required.
- Certification in an applicable field, preferred.
- De-escalation training, preferred.

● **Experience:**

- At least 21 years of age.
- 2 years or more of experience working with children and families.
- Proven record of working with diverse populations and/or people experiencing homelessness.
- It is preferred that Case Managers specialize in specific areas, such as:
  - Housing Specialist
  - Employment/Income Specialist
  - Child and Family Resource Specialist

**SKILLS & QUALITIES** - To perform this job successfully, the applicant must demonstrate: ● High level of social awareness and compassion

- Ability to multitask & adapt to chaotic environments
- Collaboration and communication in a team setting
- Ability to self-direct/start
- Emotional maturity
- A professional appearance & demeanor
- Strong documentation skills
- Ability to handle conflict in a calm manner
- Strong work ethic (timely, honest and responsible)

**EQUIPMENT UTILIZED** - This position requires regular use of the following tools: ●

- Personal Computer and supporting software programs: Google Suite, Email ●
- Electronic databases
- Other office equipment including, but not limited to, printers and copiers

**PHYSICAL REQUIREMENTS** - This position may require an employee to successfully perform the following functions of the job. Reasonable accommodations may be made. ●

Frequently sit, stand, climb, walk, pull/push, grasp, reach, stoop/crouch, crawl, and talk.

- Active mobility for up to 2 hours at a time
- Move, lift and/or carry up to 25 pounds in accordance with State of Washington Labor & Industry standards

**WORKING CONDITIONS** - This position will be completed under the following conditions.

- Located on site at a neighborhood Family Promise Shelter (primarily indoors in an office and/or shelter environment)
- May be chaotic, busy and loud at times
- May require occasionally working outside in varying weather conditions
- Use of cleaning chemicals
- Client population may include persons involved in gangs, with substance abuse concerns, homelessness and/or tendencies towards violent behavior

**TO APPLY:** Fill out an online application at [www.familypromiseofspokane.org/careers](http://www.familypromiseofspokane.org/careers). We may reach out for a virtual interview if desired.

Family Promise of Spokane retains the discretion to add to or change the duties of the position at any time. This document is not a contract.