

## **POSITION: Case Manager – Targeted Prevention**

**IMMEDIATE SUPERVISOR:** Housing Program Manager  
**PROGRAM:** Dispute Resolution Center  
**STATUS & COMPENSATION:** Full Time/Non Exempt/DOE  
**DATE:** July 2017

*VOLUNTEERS OF AMERICA WESTERN WASHINGTON is a private non-profit human service agency serving the needs of families, seniors and the disabled in Western Washington. Our successful track record of supporting those we serve and being on the leading edge of new and innovative programs makes us a leader among human service agencies in Western Washington. Come be a part of what we do and make a difference every day!*

### **GENERAL FUNCTION:**

The Targeted Prevention Project provides housing stabilization services and short term rent assistance to eligible households who are referred by homelessness prevention navigators, and who would otherwise become homeless.

### **QUALIFICATIONS:**

- BA in Human Services or a related field or equivalent, plus a minimum of 3 years experience working directly with homeless or at risk of becoming homeless populations.
- Ability to work effectively in a team environment under pressure with compassion and a strong attention to detail is vital.
- Ability to stay neutral and unbiased when conciliating and mediating disputes.
- Familiarity with MS Office software programs.
- Current Washington State Driver's license required.
- Familiarity with Client Truck/Homeless Management Information System is preferred.

### **PRINCIPAL ACTIVITIES:**

#### **Homelessness Prevention**

1. Ensure that all individuals and households receiving prevention services meet program eligibility requirements and that individuals/households lack the financial resources and support networks needed to obtain immediate housing or remain in existing housing.
2. Ensure that those individuals and households receiving services are at the greatest risk of becoming homeless and who would otherwise be homeless if not for this assistance.
3. Meet with individual/households to verify final eligibility and assist them in completing all necessary paperwork to facilitate entrance into the program.
4. Develop strong collaborative relationships with area landlords and property owners.
5. Utilize mediation, conciliation and negotiation skills to explore all possible solutions to maintain housing including setting up payment plans involving multiple parties. Practice neutrality and strong negotiation between landlords and tenants to preserve landlord/tenant relationships.
6. Ensure clients understanding of rental agreements, housing policies and procedures.
7. Collaborate with other departments and partner agencies to maximize participant outcomes, program goals, and agency mission.
8. Work closely with Renter Certification program to increase client's education on landlord/tenant rights and responsibilities.

9. Determine and recommend the level and duration of financial assistance for eligible participants.
10. Prepare Requests for Payments for financial assistance and submit all required documentation to Housing Program Manager for approval.
11. Maintain and manage all client documentation related to Targeted Prevention.
12. Work closely with Program Manager regarding project spend downs (rent assistance, tracking of funds, etc.)

### **Case Management Activities**

1. Conduct weekly face to face or via phone case management meetings as needed.
2. Complete chronological progress notes within 24 hours of contact with client or collateral encounter.
3. Develop initial service plan specific and tailored to the client needs identified during initial intake assessment/screening process. Revise or update services plans based upon the client level of need.
4. Provide housing stability support, and linkages/referrals to community resources.
5. Provide financial assistance to prevent eviction or other loss of housing.
6. Completion of referral documentation and informed consent for supportive services.
7. Routinely assess strengths and barriers to income, housing stability and self-sufficiency, and provide appropriate referrals to supportive services in a timely manner.
8. Developing and monitoring an action plan with clients for stabilizing housing.
9. Complete assessments for housing retention; this includes identifications of strengths and barriers to maintain housing, ability to increase income and improve money management, increase employability and ensure wage progression, also completion of Fenn-Jorstad Self-Sufficiency Matrix to assess participants' sufficiency level across multiple life domains.
10. Conduct follow-up on all referrals and document referral outcomes.
11. Update client files to ensure a record of all client level activities.
12. Complete monthly statistical report by the third business day of each month.
13. Participate in all mandatory external and internal meetings or trainings.
14. Adherence with the Agency's code of ethics and regulations for confidentiality.
15. Develop proficiency in maintaining accurate client records in HMIS within the 5-day timeline as required by Snohomish County. Specific proficiency includes entry of data into the client record, the editing of information as needed and the printing of reports within HMIS.
16. Perform other duties as required or assigned.

If you wish to apply for this position, please send your cover letter and resume to:

[recruiter@voaww.org](mailto:recruiter@voaww.org)

*Volunteers of America provides equal employment opportunities to all employees and applicants for employment without regard to race, sex, age, sexual orientation, marital status, color, creed, religion, national origin, disability, disability or status as veteran or special disabled veteran, use of trained guide dog or service animal by a person with a disability. We are in accordance with applicable federal laws and in compliance with the Americans with Disability Act, to include HIV Aids and other communicable diseases covered under the Act. Additionally, the agency complies with applicable state and local laws governing non-discrimination in employment.*