

The Rescue Mission in Tacoma is: A Christian faith-based nonprofit organization; Drug/Alcohol free workplace; EOE. Pay DOE. For more information about our organization please visit our web site at www.trm.org.

We are currently seeking a Case Manager. Please send your application, cover letter, resume and questions to Katie. See employment page on our website for email and application.

Job purpose

Provides case management to families living in Adams Transitional Housing.

Qualifications

- BA in Social Service, Human Service or related field preferred; AA required
- Experience working with low-income, diverse populations preferred
- Knowledge of Tenant/Landlord laws
- Familiar with grants and required statistical records/reporting
- Good computer skills, proficient in MS Word and Excel
- Effective verbal, written and electronic communication skills
- Proficient math and grammar skills
- Professional and friendly telephone skills
- Good clerical skills, with exceptional attention to detail
- Ability to work as a member of a team inspiring trust and speaking truth
- Mentoring, coordinating, conflict resolution and dispute settlement skills
- Able to work independently with little supervision
- Able to respond effectively under stress
- Effective listening skills and problem solving techniques
- Job certifications: CPR/First Aid Certified; HMIS Certification
- Job specific qualifications: Valid WDL, good driving record, proof of insurance

Duties and responsibilities

Culture Work

- Establish professional, caring, strengths-based relationships built on truth, respect, encouragement and trust.
- Maintain a high level of integrity in modeling and promoting the Mission's core values and culture standards.

Team Work

- Work as a member of the program team to:
 - help establish department strategies, policies and priorities
 - advise the Director of Adams Street Family Campus in matters related to the family shelter and transitional housing clients

- help solve organizational challenges
- proactively assist as necessary in the overall success of the Mission

Direct Work

- Administrative/Clerical
 - Meet and greet visitors, clients, staff, interns and volunteers with a welcoming attitude.
 - Answer telephone calls in a professional and friendly manner.
 - Graciously receive donations, issue legible receipts.
 - Process mail.
 - Maintain accurate data and perform office duties including filing, faxing, copying.
 - Work with volunteers and interns assuring a mutually beneficial experience.
 - Receive supplies, organize, stock and maintain inventory.
 - Communicate through daily shift log entries; make notations about events, interaction and progress in log.
 - Prepare Incident Reports, Work Orders as needed.
 - Prepare staff schedules, compile and assist in submitting time sheets.
 - Act as director in his/her absence.
- Shift Coordination
 - Interact with Family Shelter clients: monitor medications, motivate, encourage, advise, type verification letters as needed.
 - Oversee custodial duties performed by clients, providing supplies and equipment to keep the facilities clean.
 - Monitor client chores and follow-up with clients as needed.
 - Conduct room checks.
 - Monitor activities to ensure safety for and between clients.
- Transitional Client Case Management/Apartment Manager
 - Receive and process Transitional Housing applications, screen and coordinate interview/intake of prospective clients.
 - Conduct intakes and orientation.
 - Assess client strengths, goals and barriers to housing and self-sufficiency.
 - Document program, entry, exit and all required information in the HMIS database keeping HMIS data current and accurate.
 - Formulate a written plan tailored to client goals that identify specific action steps the client needs to take for goal achievement.
 - Maintain Transitional Housing file for each client that includes verification of homelessness, verification of income and income source, and documentation of case plan. Files remain the property of the agency and must be kept on site in a secure location.
 - Meet weekly with clients for case management including coordinating and monitoring chores, class attendance, apartment cleanliness, budget urinalysis/breathalyzer, and set/review/refine goals.
 - Perform weekly apartment inspections.
 - Receive rent payments.

- Oversee and coordinate unit turnover including move-in/out, furniture, repairs, and cleaning.
- Ensure that RM is in compliance with Landlord-Tenant, Lease, and Fair Housing Laws.
- Provide documentation to Pierce County Housing Authority (PCHA)
- Meet quarterly with PCHA.
- Input data into WBARS and reports to United Way
- Take action with grace and/or accountability when program participants violate rules or relapse.
- Intern Supervisor
 - Provide supervision and documentation for daytime interns including time sheets.
 - Provide feedback to intern and teacher/case worker.
- Perform other duties as requested by the Director of Adams Street Family Campus.

Working conditions

Flexible hours to include evenings and weekends as needed; mobility, frequent traveling from site to site; interact with people with high barriers, including but not limited to people with mental illness, felony backgrounds and difficult personalities.

Physical requirements

Speak, listen, walk, climb stairs, travel from site to site, lift up to 50 lbs.

Direct reports

None