FULL-TIME CASE MANAGER

POSITION DESCRIPTION

Reports to: Resident Care Director

**Hours:**  40 hours per week, with some weekends and evenings and some flexibility required

**Job Classification:** Full-Time, Hourly

**Salary Range:** $23-$26

**Work Location:** Duvall, WA

BACKGROUND:

Acres of Diamonds creates lasting change for homeless moms and kids through a caring community. We believe that kids shouldn’t be growing up on the streets, in cars, or couch surfing. We believe that when a mom wants to make life change, she should have a safe place to do it. Acres of Diamonds is one of the few facilities in this area that serves women as well as children, and we want to see the moms heal from the trauma they have been through and make lasting change in their own lives and in the lives of their kids.

POSITION SUMMARY:

This position requires a highly motivated person who has a passion for serving women who are in crisis because of homelessness. The Case Manager primarily works with adult residents and previous residents or other community moms who need assistance. Work include developing an individualized plan focused on eliminating barriers and building lives of stability and self-sufficiency. The successful candidate will have the proven ability to counsel, refer to services, encourage, and guide women who are struggling with issues of homelessness, abuse and domestic violence, substance abuse, and mental health issues. The position requires a heart of compassion and love for hurting families, and the ability to practice sound judgment and discernment while assisting families in establishing and implementing specific goals to transition out of crisis, and grow to stability and a self-sufficient lifestyle. Additionally, the successful candidate will help build an atmosphere of safety and care in the community home, and lead other community members in healthy, supportive involvement supporting the families at Acres.

DUTIES & RESPONSIBILITIES:

* As part of a team, may at times participate in the initial client interview to determine needed program services, assessing self-sufficiency and safety of potential clients. Objectively assess barriers, needs and strengths related to housing, financial health, relationships, and mental health.
* Meet weekly with clients, to assist them with developing their goals to achieve stability, including action steps and strategies to achieve success in the areas of permanent stable housing, financial stability, and life skills. Track the progress toward the Acres graduation criteria with the client and make weekly/monthly updates.
  + Engage clients using Motivational Interviewing and Trauma Informed Care as the base techniques for Case Management. When necessary explain natural consequences of actions or inactions as they relate to achievement of goals.
  + Based on the client’s Case Management plan, refer them to other external professional services and community services as needed (example: substance abuse assistance). Administrate and track resource support for client. Develop parallel plan with partner agencies as needed.
  + Support client in developing an affordable, permanent housing plan. This includes researching future housing and income options.
  + Advocate for the client externally when necessary to achieve goals (examples: advocating with potential landlords, writing letters for court, attend IEP meetings).
  + Work with Adult Program Manager to connect client with appropriate coaches and classes to support skill development. This includes but is not limited to job coaches and budget coaches.
  + Work with client to identify any children that are at risk academically and developmentally to refer to appropriate Kids Program staff; attend IEP meetings for client children as needed.
  + Explain and enforce program policies and procedures to clients.
  + If client progress slows or ceases in any required area, work with client to encourage forward progress, explaining boundaries and accountability measures using both written and verbal communication.
  + Develop and maintain case files, logs, and other records, including progress reports and periodic evaluations on clients. Complete monthly and periodic operating and statistical reports as required.
* Work with Resident Care team to develop care plans for the whole family as required, and then help execute those plans. Attend and actively participate in weekly staff meetings and case-review meetings as required, and accept responsibility for the development of positive team relationships.
* Maintain strict client confidentiality, objectivity, and professional boundaries.
* Establish and maintain good partnerships with agencies serving the Acres of Diamonds client population and with agencies referring clients to Acres of Diamonds.
* Attend trainings and conferences as assigned and discussed with supervisor, both online and in-person, to continue to develop skills in Case Management, and to assess industry developments and how to integrate best practices into our program.
* Perform other duties as assigned by the Program director.

REQUIRED QUALIFICATIONS:

* Personal relationship with Jesus Christ and active in a Christian church.
* Minimum two years of providing case management services, with a proven track record of guiding at-risk families to self-sufficiency and stability or equivalent.
* Bachelor’s degree in social work, counseling, or related social-services field or a combination of education and/or training and/or work experience which indicates the ability to perform essential functions of the position (MSW preferred).
* Experience practicing Motivational Interviewing and knowledgeable on Trauma Informed Care preferred.
* Experience performing services such as client assessments, records maintenance, and outcomes reporting preferred.
* Exhibit excellent oral, written, and interpersonal communications skills to facilitate effective interactions with clients, donors, volunteers, and staff.
* Sensitivity to the needs of clients, staff, donors, and volunteers from diverse cultural and economic backgrounds.
* Ability to prioritize and organize workload and manage time independently to meet deadlines.
* Display willingness and desire to contribute to the growth and success of an organization, with the ultimate goal of bringing glory to God.
* Valid Washington state driver’s license and ability to travel to frequent offsite meetings.

Acres of Diamonds is a Christian 501© 3 organization where homeless women and their children receive the help and resources they need to build lasting, healthy lives.

*It is our policy to hire, promote, transfer, terminate and make all other employment-related decisions without regard to any employee’s race, color, sex, age, national origin, veteran status or disability or any other basis prohibited by law. As a religious organization, we are permitted, and reserve the right, to prefer employment on the basis of religion, per Title VII, Section 702-703, vs. Civil Rights Act of 1964. We believe that the effectiveness of this ministry is directly related to the depth and sincerity of commitment to Jesus Christ demonstrated by each employee. Therefore, each employee must be committed to the pursuit of a lifestyle, on and off the job, consistent with our mission, compatible with historical standards of morality and reflecting the message, mission, and character of Jesus Christ.*

Send Resume and Cover Letter to [Valarie@acresofdiamonds.org](mailto:Valarie@acresofdiamonds.org). Only qualified candidates will be contacted.