



## job description: skagit housing case manager

### organization information

**Position Title:** Skagit Housing Case Manager

**Location:** Skagit County

**Reports to:** Housing Programs Manager

**Hours:** 40 hours per week, non-exempt position

**Starting Wage Range:** \$17.97 – \$20.03 per hour, wage dependent on relevant qualifications, education and experience.

**Women, people of color, transgender individuals and members of other underrepresented populations are strongly encouraged to apply.**

**Mission:** Northwest Youth Services collaborates with at-risk, runaway and homeless youth to foster self-reliance.

**Vision:** All young people have a place to belong: to be safe, heard and valued.

### job mission

The Housing Case Manager position contributes to NWYS' success by engaging in the Skagit County community to promote access to services youth need in order to become self-sufficient.

This position contributes to NWYS' success by interacting with youth using a Positive Youth Development Approach, and empowering youth to reach their goals.

The person who fills this position has a strong working knowledge of how social service systems operate and possesses the empathy required to understand and relate to individuals who work within this field and the young people who interact with it.

### core competencies

To perform job successfully, the individual should demonstrate the following competencies:

**Sensitivity:** Communicates empathy and respect of individuals; ability to be appreciative of diversity.

**Conflict Management:** Effectively manages disagreements.

**Change Agility:** Able to embrace needed change; able to provide and implement feedback; effective in the face of ambiguity.

**Youth Orientation:** Actively seeks feedback from youth; establishes effective relationships with youth; knowledgeable about issues facing homeless youth and an understanding of the experiences they are going through.



**Integrity:** Must be honest and take responsibility for actions; ability to set healthy limits and maintain the helping role of practitioner.

**Positive Impact:** Have a passion for NWYS' mission and vision; a belief in the capacity for a young person to change; displays a positive attitude.

**Learning Agility:** Seeks to improve knowledge, skills, and abilities in related service areas; implement core principles and evidence based practices including, but not limited to: Positive Youth Development, Trauma Informed Care, Right Response, and Youth Mental Health First Aid.

**Creativity:** Resourceful in finding ways to improve and advocate for change when necessary; fosters creativity in others.

**Active Listening:** Ability to effectively work independently and in partnership with team members; ability to communicate effectively with youth and others.

## key responsibilities

### Youth Programs:

- Build high-quality relationships with youth participants to understand the personal experiences of children and youth impacted by homelessness;
- Provide services to a caseload of 10-14 homeless young adults and/or 15-20 hours of face-to-face time every week to assist youth in meeting service goals, which may include home visits, apartment checks, and supervision as needed;
- Administer a standardized housing intake, developmentally appropriate assessments, and coordinate with the outreach and vocational staff as determined by program and youth's needs;
- Provide housing search support and develop housing plans with each youth. Coordinate with appropriate programs depending on housing placement;
- Assist youth in communication with roommates and neighbors;
- Provide life skills trainings and encourage participation in positive youth development activities;
- Engage and connect youth with appropriate support services;
- Provide follow-up and aftercare services as needed;
- Assist with move-ins, move-outs, and housing transitions for the youth and programs;
- Engage youth in pregnancy, parenting and safe sex communication and knowledge;
- Coordinate safety planning and crisis response of youth when needed;
- Attend relevant Agency meetings and all other activities identified as necessary;
- Keep Housing Management and team informed of issues and concerns related to youth;
- Accurately document relevant youth information and activities according to program standards;
- Knowledge of program policies and procedures;
- Participate in program evaluation efforts;
- Collaborate with the housing staff to maintain positive program outcomes and quality of youth care;
- Complete minimum 24 hours of professional training and development each year; and
- Other duties as assigned.

**The physical demands described here are representative of those that must be met by an employee to successfully perform essential functions of this job.** Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, and depth perception. While performing these job duties, the employee is regularly required to listen to others



and provide verbal feedback. The employee is required to frequently sit for extended periods of time, stand, walk, climb, or balance.

## qualifications

### Minimum Qualifications:

- Bachelor's degree in Social Work or related field, or a minimum of three years' experience working with young people in crisis;
- A minimum of:
  - one year experience working with youth ages 11-24 or
  - one year experience working as a Case Manager or
  - two years' experience working with other vulnerable populations.
- Must be 21 years of age or older;
- Proof of Washington State Driver's License, driving record, and auto insurance; and
- Must pass background checks.

Required within first 30 days of employment:

- CPR/First Aid/Bloodborne pathogens certifications required;
- Must have a negative TB test; and
- Full understanding of the CPS reporting requirements.

### Preferred Qualifications:

- Master's degree in Social Work or related field;
- Demonstrated experience working with young people in crisis;
- Demonstrated experience working with people experiencing homelessness;
- Demonstrated experience working in the housing field;
- Spanish, Russian, or ASL speakers preferred; and
- Previous training in Positive Youth Development, CSEC, Domestic Violence, Youth Mental Health First Aid, Motivational Interviewing, Harm Reduction or Trauma Informed Care.

Northwest Youth Services is an Equal Opportunity employer. Employment is based upon individual qualifications without regard to race, color, sex, religion, national origin, citizenship, age, marital status, veteran status, disabilities, political ideology, sexual orientation, or any other legally protected status. Alumni of foster care and those who have experienced youth homelessness are encouraged to apply.

