



# RELIABLE ENTERPRISES – HOUSING SERVICES PROGRAM JOB DESCRIPTION

Job Title: <b>Housing Case Manager</b>		Reports To: <b>Housing Services Manager</b>
Program: Housing		Supervises: N/A
Hours per week: 40 hours	Days per week: 5 days	Days per year: 260 days

Reliable Enterprises offers hope and new beginnings with multiple low-income housing opportunities in partnership with staff, county, and state organizations to ensure disadvantaged populations have the resources and capabilities to grow and better their lives. Supporting the needs of Lewis County's adults who are physically, mentally, or economically changed populations is a significant responsibility, but Reliable Enterprises meets that challenge head on.

The housing case manager coordinates individual cases and personal development plans for people residing at Reliable Place housing unit and other housing developments within the Housing division of Reliable Enterprises. Supporting the needs of Lewis County's adults who are physically, mentally, or economically changed populations requires a dedicated and conscientious individual with experience working with these populations. The Housing Case Manager will work with individuals as they create a personal development plan to measure progress and growth of social skills, grooming skills, resume writing, and professional advancement. As the frontline position working with homeless populations, the Housing Case Manager will be required to keep the Housing Services Manager and Executive Director apprised of growing trends or changes in the community with regards to homelessness.

## Qualifications:

- High school diploma or GED, minimum.
- Knowledge & experience working with disadvantage populations.
- Verbal and written fluency in language(s) required by program.

## SPECIAL REQUIREMENTS:

- Negative results on pre-employment drug screen. Satisfactory criminal history check.
- Washington State driver's license. Access to personal, legally licensed, and insured motor vehicle.
- Records management and retention experience.
- Act as a reporting agent for suspected child/adult abuse and neglect.
- Experience in Lewis County housing programs, such as TBRA, Section 8, and VASH Voucher program.
- Computer & typing skills.
- Able to lift and potentially carry up to 35lbs. While performing the duties of this job, the employee is regularly required to sit for long periods of time, talk and hear, perform fine motor, hand and finger skills in the use of a keyboard, telephone, cell phone, texting, and writing. The employee is frequently required to stand, walk, and reach with arms and/or hands. Specific vision abilities include close vision, distance vision, depth perception, and the ability to adjust focus.

## Core Competencies

Competency	Results
<b>Communication</b>  <u>RE Strategic Goals:</u> <ul style="list-style-type: none"> <li>• Developmental Disabilities</li> <li>• Respect Reliable Enterprises Legacy</li> <li>• Foster Community Engagement &amp; Self-Sufficiency of Staff &amp; Clients</li> </ul>	Demonstrates strong verbal and non-verbal communication skills with clients, public, sub-contractors, and staff, ensuring communication is at a level appropriate to individual understanding. <ul style="list-style-type: none"> <li>• Understand and learn from what others say.</li> <li>• Grasp the meaning of written information and apply it to work situations.</li> <li>• Convey ideas and facts both orally and in writing.</li> <li>• Maintain confidentiality of information and accurate client and/or sub-contractor records.</li> </ul>
<b>Positive, Goal Oriented Relationships</b>  <u>RE Strategic Goals:</u>	Engages in mutually respectful goal oriented partnerships with staff and external customers to promote delivery of quality customer service.

<ul style="list-style-type: none"> <li>• Expansion</li> <li>• Developmental Disabilities</li> <li>• Improve Organizational Structure &amp; Infrastructure</li> <li>• Respect Reliable Enterprises Legacy</li> <li>• Foster Community Engagement &amp; Self-Sufficiency of Staff &amp; Clients</li> </ul>	<ul style="list-style-type: none"> <li>• Take personal responsibility for the quality and timeliness of work, and achieve results with little oversight.</li> <li>• Perform tasks with care; is thorough, checks work for accuracy and completeness.</li> <li>• Develop and sustain collaborative working relationships with other staff, agencies, and community.</li> <li>• Adapt positively to changing business needs, conditions, and work responsibilities.</li> </ul>
<b>Self-Aware and Culturally Responsive Relationships</b>  <u>RE Strategic Goals:</u> <ul style="list-style-type: none"> <li>• Expansion</li> <li>• Developmental Disabilities</li> <li>• Housing, RE Facilities, Real Estate</li> <li>• Foster Community Engagement &amp; Self-Sufficiency of Staff &amp; Clients</li> </ul>	Respects and responds appropriately to the culture, language, values, and structure of the clients/customers served. <ul style="list-style-type: none"> <li>• Customer Centric – build and maintain customer satisfaction with the services offered by the agency/program.</li> <li>• Cross-Cultural Agility – help create a work environment that support peoples equality, diversity, and rights.</li> <li>• Integrity, Trust &amp; Credibility – establish and maintain others’ trust and respect through consistent honesty and professionalism in all directions.</li> </ul>
<b>Coordinated, Integrated, and Comprehensive Services</b>  <u>RE Strategic Goals:</u> <ul style="list-style-type: none"> <li>• Expansion</li> <li>• Developmental Disabilities</li> <li>• Housing, RE Facilities, Real Estate</li> <li>• Foster Community Engagement &amp; Self-Sufficiency of Staff &amp; Clients</li> </ul>	Acts a member of a comprehensive services team so that agency and/or program specific activities are coordinated and integrated throughout. <ul style="list-style-type: none"> <li>• Seek to understand other programs within Reliable Enterprises, including their services, deliverables, and measures/outcomes.</li> <li>• Make appropriate referrals with Reliable Enterprises programs.</li> <li>• Planning and organizing, in partnership with agency/program staff, opportunities for individual, clients/sub-contractor, program(s), and/or agency growth and development through multiple sources.</li> <li>• Use appropriate channels of communication and knowledge base to ensure understanding and quality service delivery.</li> <li>• Promote cooperation and commitment within a team to achieve goals and deliverables.</li> <li>• Innovation – streamline systems and service delivery.</li> </ul>
<b>Data Driven Services and Continuous Improvement</b>  <u>RE Strategic Goals:</u> <ul style="list-style-type: none"> <li>• Expansion</li> <li>• Developmental Disabilities</li> <li>• Housing, RE Facilities, Real Estate</li> </ul>	Collects and analyzes information to find new solutions to challenges as part of on-going monitoring to improve service delivery and meet agency/program requirements. <ul style="list-style-type: none"> <li>• Data management of referrals and required monthly record keeping.</li> <li>• Analysis/Reasoning – examine data to grasp issues, draw conclusions, and solve problems.</li> <li>• Critical Thinking – make timely, informed decisions that take into account the facts, goals, constraints, and risks.</li> <li>• Problem Solving – resolve difficult or complicated challenges.</li> <li>• Innovation – develop fresh ideas that provide solutions to all types of workplace challenges.</li> </ul>
<b>Foundations for Professional Growth</b>  <u>RE Strategic Goals:</u> <ul style="list-style-type: none"> <li>• Expansion</li> <li>• Developmental Disabilities</li> <li>• Housing, RE Facilities, Real Estate</li> <li>• Develop &amp; Maintain Financial Stability</li> <li>• Improve Organization Structure &amp; Infrastructure</li> <li>• Respect Reliable Enterprises Legacy</li> <li>• Foster Community Engagement &amp; Self-Sufficiency of Staff &amp; Clients</li> </ul>	Participates actively in opportunities for continuous professional development. <ul style="list-style-type: none"> <li>• Learning Agility/Development – display on-going commitment to learning and self-improvement.</li> <li>• Seek Coaching/ Mentorship to further professional growth and development, and/or when faced with a challenge, or new learning opportunity.</li> <li>• Result Focused &amp; Initiative – focus on results and desired outcomes and how best to achieve them.</li> <li>• Adaptability/Self-Management – manage own time, priorities, and resources to achieve agency/program goals/outcomes.</li> <li>• Stress Tolerance – maintain composure in highly stressful or adverse situations.</li> <li>• Tact – diplomatically handle challenges or tense interpersonal situations.</li> </ul>

Reliable Enterprises is an organization that provides opportunity without regard to race, color, religion, creed, gender, national origin, age, disability, marital or veteran status, sexual orientation, or any other legally protected status.

I understand that this job description will be the primary basis of my performance appraisals, taking into account any mutually agreed-upon exceptions.

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Employee's Signature

Date

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Supervisor Signature

Date