

Blue Mountain Action Council job openings announcement

Two case managers

Seeking two full-time case manager openings in Walla Walla, working for Blue Mountain Action Council (BMAC). Successful candidates will be motivated, have good communications and organizational skills, understanding of

Apply for one or both positions:

- **Permanent Supportive Housing Case Manager:** Works with 12 formerly homeless families living in a Housing First-modeled apartment building. Helps remove barriers to maintain permanent housing through culturally inclusive, trauma-informed programming and client-centered services.
- **Coordinated Entry and Homeless Services Case Manager:** Provides intake and referrals for to homeless individuals and families in Walla Walla County. Clients include those seeking emergency shelter and/or facing homelessness due to eviction. This position also will provide ongoing case management to homeless families to assist them in gaining housing stability.

Please read the full job descriptions (following pages in this document) to determine whether you wish to apply.

Hours: Full time, up to 40 hours per week, some evenings/weekends. These are nonexempt positions.

Compensation: Starting salary \$15.70 to \$20.80/hour (DOQ), plus benefit package including medical, dental and vision insurance, and 403b retirement program

Minimum requirements: Bachelor's degree in a related field OR two years of college and four year's related experience; relevant experience and/or education may be substituted for either education or work history. Demonstrate capability to work independently and in community organizing. Excellent "people" skills. Planning and writing experience. Bilingual/bicultural English/Spanish skills preferred.

About us: BMAC is a dynamic, multi-services community action partner based in Walla Walla serving low-income people in Walla Walla, Columbia and Garfield counties, Washington. EOE, AA, M/F/Vet/Disability, Drug-Free Workplace.

APPLICATION REQUIREMENTS

1. Complete the 1) BMAC Job Application (an electronic signature is acceptable), 2) cover letter and 3) résumé. You may apply to be considered for one or both case management positions; list on application the specific job or jobs for which you are applying.
2. Deliver all three documents to BMAC's Personnel Office by email (to bmac@bmacww.org), or by regular mail/hand delivery to: BMAC, Personnel Office, 1520 Kelly Place Ste 140, Walla Walla WA 99362. If emailing, include your last name in attachment titles.
3. **DEADLINE: 4:00 p.m. Monday, July 10, 2017;** firm deadline. BMAC must receive all of the required paperwork by the deadline; please be mindful of possible mail or electronic transmission delays.

**BMAC job description for
Coordinated Entry and Homeless Services Case Manager (2 pages)**

BLUE MOUNTAIN ACTION COUNCIL
Walla Walla, WA 99362

JOB DESCRIPTION

POSITION TITLE: Coordinated Entry and Homeless Services Case Manager	REPORTS TO: Community Services Director
EMPLOYMENT STATUS: Nonexempt	SUPERVISES: No one

HOURS OF WORK: Up to 40 hrs/week, based on contract funding

SALARY: Level 15-16 (\$15.70-\$20.80), DOQ

GENERAL DESCRIPTION/BASIC FUNCTION: This position provides intake, referrals and services to homeless individuals and families for Walla Walla County. Clients will include those who are seeking emergency shelter and/or those facing homelessness due to eviction. Must comply with all program and Blue Mountain Action Council policies and procedures, and with confidentiality agreement.

WORK CONDITIONS AND SITE: Work to take place in an office setting and at community services and other agencies. May require climbing stairs. Will require local travel. The worker is not substantially exposed to adverse environmental conditions.

ESSENTIAL FUNCTIONS: *Includes the following. Other duties may be assigned.*

1. Ability to work respectfully with diverse populations and lifestyles.
2. Provide intake and referral services to homeless families and individuals.
3. Determine eligibility for services by completing thorough assessments of homeless individuals and families.
4. Prioritize service seekers, applying prioritization tools to those needing housing or rental assistance to assure funding sustainability.
5. Provide rental assistance to those facing eviction.
6. Collaborate and develop/maintain strong relationships with other service providers for housing and other stabilizing services in the area.
 - a. Coordinate referrals to and utilization of all appropriate community resources and proactively connecting with resources to assure the best referrals.
 - b. Act as an advocate with other social, health, employment and education services in the community when appropriate.
7. Maintaining database(s) in a timely and accurate manner:
 - a. Accurate and prompt data input into the Homeless Management Information System (HMIS) and the internal database Cap60.
 - b. Ensure that careful, accurate and timely documentation is completed regarding services and referrals provided in all required databases.
8. Meetings/trainings:
 - a. Attend all scheduled staff meetings
 - b. Attend training sessions as required by the funding source or agency.
 - c. Attend appropriate meetings with community partners.

SKILLS AND ABILITIES REQUIRED:

1. Ability to work respectfully with diverse populations and lifestyles.
2. Ability to read and assess complex documents such as housing program guidelines, policies and procedures manuals.

3. Ability to contribute to updating of housing program guidelines and other related policies/manuals.
4. Ability to accurately use databases programs (including HMIS) and MS Office software.
5. Ability to work well with people in crisis and to assess and prioritize needs.
6. Understanding of, and ability to work collaboratively with, a variety of community resources and partners and with other BMAC programs.
7. Ability to advocate for services and those in need.
8. Ability to manage a heavy workload.
9. Ability to meet deadlines.

PHYSICAL DEMANDS: *The physical demands described here are representative of those that must be met by an employee to successfully perform the job's essential functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

A mix of sedentary and light physical work.

1. Must be able to lift 20 pounds occasionally and up to 10 pounds frequently.
2. Must be able to hear, speak, write and read.
3. Must be able to sit or stand at desk.
4. May need to climb stairs at locations without elevators or ramps.
5. Some stooping, kneeling, balancing, pushing, pulling and/or lifting, such as to move office supplies and equipment, filing, etc.
6. Repetitive motion (keyboarding); substantial motion of the wrists, hands and/or fingers.
7. Close visual acuity to perform activities such as preparing/ analyzing data and figures, and viewing a computer terminal.

QUALIFICATIONS:

1. Bachelor's degree in a related field OR two years of college and four year's related experience. Relevant experience and/or education may be substituted for either education or work history.
2. Experience working with difficult populations.
3. Familiarity with housing issues and resources, including knowledge of landlord/tenant law; working with low-income people and those at risk of homelessness; and community resources and advocacy.
4. Current valid driver's license and vehicle insurance.

NOTE: This job description is a general description of essential job functions. It is not intended as an employment contract, nor is it intended to describe all duties someone in this position may perform. All employees of BMAC are expected to perform tasks as assigned by supervisory/management personnel, regardless of job title or routine job duties.

**BMAC job description for
Permanent Supportive Housing Case Manager (3 pages)**

BLUE MOUNTAIN ACTION COUNCIL
Walla Walla, WA 99362

JOB DESCRIPTION

POSITION TITLE: Permanent Supportive Housing Case Manager	REPORTS TO: Housing Services Director
EMPLOYMENT STATUS: Nonexempt	SUPERVISES: No one

HOURS OF WORK: Up to 40 hrs/week, based on contract funding

SALARY: Level 15-16 (\$15.70-\$18.86), DOQ

GENERAL DESCRIPTION/ BASIC FUNCTION: This position is responsible for program management and assisting formerly homeless families with children who are living in Lincoln Terrace Apartments, a Housing First-model supportive housing program. The goal is to help the families with multiple barriers to maintain permanent housing, thus reducing homelessness. The case manager provides culturally inclusive, trauma-informed programming and services and incorporates best practice techniques into the program. Must comply with all program and Blue Mountain Action Council policies and procedures, and with confidentiality agreement.

WORK CONDITIONS AND SITE: Primary on-site in an office within the Lincoln Terrace complex. Work to take place in an office setting, families' residences, and community services and other agencies. May require climbing stairs to residences not on ground floors. Will require frequent local travel, and some travel to local and regional trainings.

ESSENTIAL FUNCTIONS: *Includes the following. Other duties may be assigned.*
The case manager manages and coordinates the Permanent Supportive Housing Program.

1. Case management:

- a. Program and case management.
 - i. Conduct applicant screenings; interviews and selection in coordination with the Housing Services Property Manager; and notify families.
 - ii. Assist selected families in entering the program: Review program and lease expectations and rules, complete all necessary paperwork.
 - iii. Family goals/case planning: Conduct a needs assessment helping each family identify their personal challenges/barriers; develop individual case plans with long-term goals; provide assistance in following case plans, and regularly monitor progress; and maintain weekly phone/in-person contact.
 - 1) Provide services and growth assistance such as referrals to WorkSource or to BMAC employment programs, and helping with internet job searching; applying for Social Security, DSHS programs (food stamps, medical assistance, WIC, etc.); referrals regarding health care concerns, including physical, mental, dental, and substance abuse issues, and making appointments and arranging for transportation; and assisting clients in meeting other basic needs, including food and clothing; and help in finding appropriate funding through DSHS and other appropriate resources.
 - 2) Assist with parenting concerns as appropriate, such as enrolling children in school, HeadStart, summer programs or other activities; finding and enrolling in parenting classes or finding counseling.
 - 3) Assist families with long-term housing goals: Understanding leases, how to renew them or find other housing before a lease ends; encourage parent(s) to enroll in a money-management course or counseling to develop long-term monetary goals.

- iv. Maintain program compliance among clients.
 - 1) Facilitate all necessary unit inspections for apartments leased by program participants.
 - 2) Conduct follow-ups and notices with non-complying clients; coordinating problem-solving with client(s) and appropriate BMAC staff.
 - v. Mediate conflicts arising between resident families.
2. Program administration:
- a. Recordkeeping
 - i. Maintain and update files, statistics and reports required by agency and funder(s), including client (and lease) files for each program client or household.
 - ii. Enter information and statistics into the HMIS and CAP60 databased and/or other appropriate systems,
 - iii. Maintain a waiting list for the Permanent Supportive Housing Program.
 - b. Develop, update and maintain programs materials, such as referral lists for services providers.
 - c. Collaboration
 - i. With community partners.
 - ii. Coordinate services whenever possible with other BMAC program.
 - d. Meetings/training
 - i. Attend all scheduled staff meetings.
 - ii. Attend training sessions as required by the funding source or agency.
 - iii. Participate in Housing First and local homeless providers' meetings.

SKILLS AND ABILITIES REQUIRED:

1. Ability to work respectfully with diverse populations and lifestyles.
2. Ability to work well with people in crisis, assess and prioritize needs, and to advocate for those in need.
3. Understanding of, and ability to work collaboratively with, a variety of community resources and partners and other BMAC programs.
4. Excellent innovation, organizational and recordkeeping skills.
5. Ability to think creatively and work independently.
6. Excellent written and oral communication skills,
7. The ability to read and assess complex documents.
8. Functional knowledge of case management practices.
9. Functional understanding of family budgeting.
10. Ability to use MS Office software and appropriate database systems (such as HMIS).
11. Knowledge of landlord/tenant law, low-income and subsidized housing programs, mental health issues, trauma, alcohol and drug abuse issues and treatment resources, and poverty issues.
12. Ability to manage a heavy workload.
13. Ability to meet deadlines.
14. Be motivated and organized.

PHYSICAL DEMANDS: *The physical demands described here are representative of those that must be met by an employee to successfully perform the job's essential functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

A mix of sedentary and light physical work.

8. Must be able to lift 20 pounds occasionally and up to 10 pounds frequently.
9. Must be able to hear, speak, write and read.
10. Must be able to sit or stand at desk.
11. May need to climb stairs at locations without elevators or ramps.
12. Some stooping, kneeling, balancing, pushing, pulling and/or lifting, such as to move office supplies and equipment, filing, etc.
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1. Bachelor's degree in a related field OR two years of college and four year's related experience. Relevant experience and/or education may be substituted for either education or work history.
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