



## **JOB DESCRIPTION**

**12/13/2021**

### **Job Title: Case Manager**

Employer: Panza dba Quixote Communities, a 501c3 nonprofit

Location: Orting Veterans Village in Orting, Washington

Application Deadline: January 3, 2022

### **Who We Are:**

We strongly believe at Quixote Communities that everyone deserves safe and affordable housing. We work to provide housing for our community members experiencing homelessness in Thurston, Pierce, and Mason Counties in Washington state. We manage tiny house villages that offer communal living with rich peer mentorship and support. Our staff work side-by-side with residents to help them reach their individual goals and to connect them with various community services. Our houses are economically efficient, costing less than half of what it costs to build your average apartment. We also leave a smaller footprint with our less than 300 sq. ft. homes. But the most rewarding part of it all, is that our residents are no longer homeless. Housing is a primary need, first and foremost. Once residents are housed, they are then able to work on other aspects of their lives such as education, employment, substance use, physical/mental health and future housing needs. This is no easy feat. Our residents are resilient survivors, and we see their successes here every day.

### **Job Summary:**

The Case Manager provides on-site services for the previously homeless residents of the Orting Veterans Village, including advocacy; resident-defined, goal-oriented service plans; identifying appropriate resources to implement those plans; and helping residents make positive connections with peers and the wider community. The CM maintains a database to track resident progress and outcomes. The CM reports directly to the Program Supervisor. This position shares an on-call rotation with staff.

### **Salary and Benefits:**

This is a full-time, permanent position. The hourly pay is \$18-\$23, depending on experience and qualifications. There is also a \$500 monthly stipend for health insurance. Full-time employees are entitled to eleven paid Holidays. You will start accruing personal vacation beginning the first month of employment.

### **Responsibilities:**

1. Conduct initial assessments/intakes to identify a new resident's current resources and needs and to identify possible barriers to attaining their goals.
2. Assist residents in setting goals and identifying steps towards meeting those goals, including referrals to resources, and accessibility.
3. Meet regularly with residents on at least a monthly basis, more with residents needing intensive case management.

4. Assist residents with applications for services, using service plans to prioritize needs.
5. Maintain well organized and up-to-date case files and a database that tracks resident information and outcomes. Log and maintain data in the Homeless Management Information System (HMIS).
6. Provide records and reports as requested by the Program Supervisor and the Board of Directors. Assist in the preparation of summary reports of Village activities and operations.
7. Assist residents with their transportation needs through local community resources. Drive residents in an agency vehicle or personal vehicle when required.
8. Work with and support Village internships, work studies, and volunteers.
9. Attend weekly meetings of the Village Life Committee. . Represent Quixote Communities at meetings and events in the greater community.
10. Oversee quarterly inspections of each tiny home. Work with residents to maintain safe, clean, and presentable homes, community building, and outside area.
11. Expand and maintain connections with various area resources including mental health, chemical dependency, employment specialists, etc.
12. Participate in trainings and other professional development opportunities as needed.
13. Other duties as assigned.

#### **Minimum Qualifications:**

1. **Education/Training:** Bachelor's Degree in social services or a related field, or equivalent experience.
2. **Experience:** Must have 1 or more years of experience in a social services field which may include people experiencing substance use disorder, homelessness, unemployment, poverty, and/or mental illness.
3. **Availability:** Full time, Monday-Friday, must be willing to work the hours needed to accomplish tasks. Share on-call rotation
4. **Technology:** Proficient computer skills including Microsoft Office Suite. Ability to maintain the resident database and to find resources online.
5. **Licenses/Certification:** Must possess a Valid WA State driver's license and current driving abstract indicating clean driving record and reliable transportation. Must pass a criminal background check.

#### **Desired Knowledge/Skills/Attributes:**

1. Ability to work effectively with diverse clients with a broad spectrum of assets and needs, particularly mental health, substance use disorder, and life skills issues.
2. Excellent interpersonal skills, including written and oral communication.
3. Ability to work both independently and as a team player; willingness and ability to make sound judgments without onsite supervision.
4. A history of demonstrating reliability and dependability.
5. Ability to work with high-need individuals while maintaining healthy boundaries.



6. A working knowledge of local human services, employment, housing, mental health and chemical dependency services.
7. Ability to communicate and work effectively with diverse populations, including staff, volunteers, residents and board members.
8. Commitment to social justice for people living in poverty, and a thoughtful approach to strategies for achieving it.

### **Application process**

Send cover letter and resume to:

Quixote Communities  
3350 Mottman Road SW  
Olympia, WA 98512

Or email to: [info@quixotecommunities.org](mailto:info@quixotecommunities.org)

Panza dba Quixote Communities is committed to equal opportunity and promotes equity as one of its core values. Quixote Communities does not discriminate against any person on the basis of actual or perceived race, color, religion, national origin, ancestry, citizenship, status, age, ability, gender, marital status, veteran status, sexual orientation, or any other characteristic protected by applicable federal, state, or local laws. Applicants committed to equity from all backgrounds, experiences, abilities, and identities, and in particular those who are veterans and/or in communities disproportionately affected by homelessness are encouraged to apply.

For more information about Quixote Communities, go to [www.quixotecommunities.org](http://www.quixotecommunities.org)