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**Unit:** Housing & Homeless Services

**Division:** Housing & Community Support Services

**Reports to:** Housing & Homeless Services Manager

**FLSA Class:** Non-Exempt

**Job Type:** Full Time

**Salary:** \$17.90/hr

### **POSITION SUMMARY**

Provide case management to households experiencing homelessness through our Rapid Re-Housing, Transitional, and Emergency Housing Programs. Client barriers may include but are not limited to mental health, substance use disorders, eviction history, unemployment, and medical illnesses. The Family Development Specialist will collaborate with other service providers in order to ensure each household is connected to the resources they desire for their success. Case management activities include making stability plans, budgeting, housing search, landlord mediation, documents collection, benefits planning, crisis intervention, and more.

### **EDUCATION AND EXPERIENCE**

- High School or GED plus 4 years' experience **or**
- AA plus 2 years' experience.

### **KNOWLEDGE, SKILLS & ABILITIES**

- Understand the socio-economic problems and needs of homeless families and individuals living in poverty
- Familiar with resources for low income and homeless families and individuals
- Experience working with people who have serious barriers to housing stability including mental health, substance use disorders, and medical illness
- Proficient in Microsoft Office Word, Excel, and Outlook
- Ability to pass a Washington State Criminal Background Check
- Must have proof of COVID vaccination

### **ESSENTIAL DUTIES & RESPONSIBILITIES**

- Provide direct services to homeless and/or recently housed households with high needs and barriers including crisis intervention, safety planning, emotional support, parenting support, and advocacy. Adapt to clients' ever-changing issues and barriers by utilizing trauma informed care and harm reduction models of services.
- Assist clients in discovering and creating community and natural support systems.

- Utilize the following skills when working with clients: trauma-informed care, motivational interviewing, progressive engagement and strength-based coaching. Provide the appropriate level of services, starting with the least intensive service and increasing service level as needed.
- Help each household develop a Housing Stabilization Plan, which is a partnership between the household and Family Development Specialist, but monitored by the FDS through regular appointments to check progress, identify new goal, and help remove new barriers
- Work with clients to assure lease requirements are fulfilled; tenant pays rent in a timely manner and encourage positive renter behavior. Mediate with property owners to solve issues that affect client's housing status. Communicate on a regular basis with clients, property owners, or other concerned parties on any concerns or issues.
- Enter data accurately; write complete case notes; and prepare written reports.
- Read and understand program guidelines and forms required by funder/s and submits timely monthly reports.
- Maintain client files, update HMIS regularly, keep accurate case notes and keep other required records.
- Maintain an integral relationship with other housing staff and be an active team member. Participate in a team-oriented approach by attending team meetings.
- Keep immediate supervisor promptly and fully informed of all problems or unusual matters of significance and take prompt corrective action when necessary or suggest alternative courses of action
- Maintain Family Development Specialist certification through continuing education.
- Provide homeless and recently housed clients with information and referrals to assist with their stabilization process in locating and moving into permanent housing. Help clients access needed resources by having knowledge of and positive professional relationships with community programs and service providers. Examples of vital community resources include the following employment services, educational programs such as GED courses, Literacy Council/English as a second language tutoring, parenting classes, vocational rehabilitation/retraining, mental health services, medical and dental services, drug and alcohol treatment centers, domestic violence resources, consumer credit and budgeting classes, food banks, referrals to early learning programs for children, connecting household to services for their children, etc.
- Proactively reach out to clients to maintain communication by performing home visits (including at hotels and in encampments), phone calls, and texts when appropriate.
- Communicate and collaborate with service providers across multiple agencies in order to connect clients with appropriate care and services.
- Participate in meetings, conferences, training sessions and workshops as assigned. Seek training opportunities.

- Maintain professional standards as outlined in Family Development Specialist Code of Ethics
- Adhere to agency policies and practices including confidentiality, mandatory reporting, and ethical standards.
- Accept other duties as assigned.

#### **ESSENTIAL PHYSICAL/MENTAL FUNCTIONS**

- Requires walking, reaching/stretching, intermittent sitting, twisting, bending.
- Ability to occasionally lift 20 pounds.
- Must be able to communicate with individuals with a broad range of backgrounds, exhibit cultural competency and be poverty informed.
- Requires accuracy, good communication, judgment, and the ability to remain calm and provide appropriate advice and information.
- Must have active driver's license and reliable transportation.
- Must be able to exhibit regular attendance.

KCR recognizes that ideas come from a diverse mix of minds, backgrounds and experiences. KCR is committed to attracting and retaining a diverse staff, by honoring experiences, perspectives and unique identities of the community in which we serve. KCR provides equal opportunities to all employees and applicants for employment without regard to race, religion, color, age, sex, nation of origin, sexual orientation, gender identity, genetic disposition, disability, veteran status or any other protected category under federal, state, and local law.