



Passage Home is a well-respected social service organization and is proud to serve as Wake County's Community Action Agency. Our mission is to break the cycle of poverty and create multi-generational self-sufficiency for individuals and families by helping them achieve housing and income security. We are seeking a **Case Manager** to create service plans, monitor and document progress and evaluate interventions with client families working towards self-sufficiency. This role will utilize a combination of financial assistance, resource navigation and accountability measures to assist client families in addressing housing instability, income insecurity and other socio-economic challenges.

*We have multiple positions available, each working with targeted populations or interventions. Applicants interested in working with and/or **having work experience with veterans, unsheltered or precariously housed adults, or families with young children who have experienced homelessness** are encouraged to apply.*

Duties include but are not limited to the following:

- Maintain a caseload of 20-30 families/individuals
- Provide case management and family coaching services in alignment with best practices, agency models and funder specifications
- Engage clients in goal and service planning that incorporates their strengths, needs, challenges and barriers
- Utilize progressive engagement techniques that promote self-reliance and self-sufficiency
- Forecast and client assistance needs to ensure financial commitments are made within program budget parameters
- Utilize system navigation strategies that make the best use of community resources and supports
- Through phone calls, in-person visits and electronic communication, maintain routine contacts with clients, service partners and vendors involved in client's care and service mix
- Maintain complete and timely documentation, to include paper and electronic client files and outcome tracking tools
- Advance the agency's organizational values: social justice focused, data driven, outspoken, collaborative, trauma-informed, investors.

The ideal candidate will have excellent communication and customer service skills; possess solid organizational and time management abilities; and be familiar with a strengths-based, trauma-informed approach to working with at-risk populations.

A college degree in an human services field is desirable but not required; at least three years of relevant experience in an equivalent setting is required, ideally with low-income individuals or families. Proficiency in Microsoft Office applications and the ability to

learn/utilize various electronic platforms for data entry/tracking is necessary (CARDS, HMIS, Clarity). Bilingual/bicultural applicants (English-Spanish proficiency) preferred.

The starting salary range for this position is \$45,000-55,000. Passage Home offers a family-supportive work environment, a flexible hybrid work schedule and a comprehensive benefits package.

All qualified applicants will receive consideration for employment without regard to race, color, religion gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age or veteran status. Passage Home is committed to creating a diverse and inclusive work environment and is proud to be an equal opportunity and certified Family Forward employer.

Please send cover letter and resume to hr@passagehome.org and include position title in the subject line.