



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 & create multi-generational self-sufficiency for individuals and families by helping them achieve housing and income security. We are seeking a **Case Manager** to join our **Housing Stabilization** team. Our case managers accompany clients along a journey to health and wellness that aims to improve and enhance their overall quality of life.

Duties include but are not limited to the following:

- Provide services in alignment with best practices, such as housing first, progressive engagement & strengths-based approaches
- Provide services in compliance with contractual obligations & established policies & procedures, to include local CoC guidelines
- Implement workflows that promote quality care & outcome-focused services delivery
- Establish goal-based housing service plans
- Identify and link clients to resources and services
- Assist with housing search & landlord cultivation
- Coordinate direct financial support in the form of assistance and incentives
- Provide advocacy, support, motivation and accountability for client goals
- Maintain effective relationships with referral sources and service partners
- Utilize tracking tools to ensure expenditures align with program budget(s)
- Utilize database(s) to record client information and service transactions
- 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.

At least 3 years of case management experience in an equivalent setting is required. A college degree in a human services field is desirable but not required. Prior work experience with the homeless service system, one or more housing interventions, and federal funding sources is preferred. Proficiency in Microsoft Office applications and the ability to learn/utilize one or more electronic platforms for data entry/tracking is necessary. We welcome bilingual/bicultural applicants (English-Spanish proficiency).

The starting salary range for this position is \$45,000-50,000. 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](mailto:hr@passagehome.org) & include position title in the subject line.