



Job Title: Case Manager

Employer: Panza dba New Horizon Communities, a 501c3 nonprofit

Location: Shelton Veterans Village in Shelton, Washington

Who We Are:

We strongly believe at New Horizon 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. 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 Shelton Veteran 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 \$30-\$34, depending on experience and qualifications. New Horizon Communities offers a competitive benefits package that includes:

- Health & Wellness
 - Medical Coverage
 - Dental Coverage
 - Vision Coverage
 - Health Savings Account - \$2,000 per year (Company Paid)
 - Short Term Disability
 - Long Term Disability (Company Paid)
- Financial Wellbeing
 - Competitive Compensation Packages
 - Life Insurance (Company Paid)
 - Accidental Death & Dismemberment Insurance (Company Paid)



- Employer contributed Retirement Plan
- Career Development and Growth
 - At NHC, training is one of our highest priorities. We provide company-paid professional training for various skills, certifications, and continuing education.
 - Professional development opportunities are available 24/7 on our online learning platform.
- Work-Life Balance
 - Paid Time Off - Vacations, Illness, Personal Days, Etc.
 - 15 vacation days per year with annual accrual interests, paid sick leave, 11 paid holidays.
 - Flexible work schedules to promote a healthy work-life balance.
 - Employee Assistance Program - assists employees with personal problems and/or work related problems that may impact their job performance, health, mental and emotional well-being.

Responsibilities:

- Conduct initial assessments/intakes to identify a new resident's current resources and needs and to identify possible barriers to attaining their goals.
- Assist residents in setting goals and identifying steps towards meeting those goals, including referrals to resources, and accessibility.
- Meet regularly with residents on at least a monthly basis, more with residents needing intensive case management.
- Assist residents with applications for services, using service plans to prioritize needs.
- 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).
- 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.
- Assist residents with their transportation needs through local community resources. Drive residents in an agency vehicle when required.
- Work with and support Village internships, work studies, and volunteers.
- Attend weekly meetings of the Village Life Committee. Represent New Horizon Communities at meetings and events in the greater community.
- Oversee quarterly inspections of each tiny home. Work with residents to maintain safe, clean, and presentable homes, community building, and outside area.
- Expand and maintain connections with various area resources including mental health, chemical dependency, employment specialists, etc.
- Participate in trainings and other professional development opportunities as needed.
- Other duties as assigned.



Minimum Qualifications:

- Education/Training: Bachelor's Degree in social services or a related field, or equivalent experience.
- 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.
- Availability: Full time, Monday-Friday, must be willing to work the hours needed to accomplish tasks. Share on-call rotation
- Technology: Proficient computer skills including Microsoft Office Suite. Ability to maintain the resident database and to find resources online.
- 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:

- 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.
- Excellent interpersonal skills, including written and oral communication.
- Ability to work both independently and as a team player; willingness and ability to make sound judgments without onsite supervision.
- A history of demonstrating reliability and dependability.
- Ability to work with high-need individuals while maintaining healthy boundaries.
- A working knowledge of local human services, employment, housing, mental health and chemical dependency services.
- Ability to communicate and work effectively with diverse populations, including staff, volunteers, residents and board members.
- 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:

New Horizon Communities - Shelton Veterans Village
2471 North 13th St.
Shelton, WA 98584
Or email to: info@nhcommunities.org

Panza dba New Horizon Communities is committed to equal opportunity and promotes equity as one of its core values. New Horizon 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



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homelessness are encouraged to apply.

For more information about New Horizon Communities, go to www.nhcommunities.org.