



Job Announcement: Director of Client Services and Shelter, Social Worker – MSW

The Sophia Way's Mission

To help end homelessness for adult women in East King County by providing shelter, case management, life skills training, social services and supportive permanent housing, offering a path from homelessness to stable independent living.

The Sophia Way (TSW) is seeking a Social Worker to lead its housing case management team and direct its programmatic emergency shelter- Sophia's Place. The service approach at TSW is a Housing First approach- a homeless system orientation designed to return women to housing as quickly as possible without conditions to enter housing. The Director is experienced in crisis intervention and response, and effectively combining and coordinating light touch services that address the individual and mental health, physical health, substance abuse, social determinants of health, and housing. Services are housing-focused and person-centered; but can be increased through progressive engagement if more services are necessary to address individual need. Our programs, in this housing first homeless system empower the women to overcome barriers to obtain permanent and stable housing.

The ideal candidate has significant experience in supervising and managing staff and is successful helping women create positive change and obtain employment, housing, and community resources, and is familiar with Eastside services, case management best practices, and developments in Coordinated Entry, Housing First/Rapid Re-housing.

ESSENTIAL DUTIES:

- Ensures assessments/intakes, housing and service plans and interactions with clients are appropriately documented.
- Manage the delivery of all clinical and social services in the shelter, supervise the housing case manager team engaged in providing intensive housing case management to women in the shelter, transitional housing and housing programs.
- Provide supervision, direction, leadership and management for shelter staff and enforcement of shelter policies and procedures.
- Maintain client records, including all mandated agency forms in accordance agency policy, state Confidentiality and HIPPA laws. Keep all records and information confidential. Maintain confidentiality regarding privileged administrative and client information in a professional manner.
- Develops systems to guarantee the quality of and efficiency of casework services in alignment with Housing First principles.
- Ensures that staff appropriately identify the needs of the clients, provide appropriate referrals and ensures the housing case managers and shelter staff follow up with resources to promote housing success.
- Develops and maintains thorough knowledge of referral resources throughout service area (East King County).
- Supervises and guides the housing case management team and shelter team; leads case conferencing sessions with housing case managers to assess clients' needs and coordinate services.
- Leads scheduled meetings to review and evaluate the services provided to clients, identify opportunities to improve the services delivered, recommend corrective action when problems exist.

QUALIFICATIONS:

- At least two years of experience supervising, managing and leading staff in social services.
- Master's degree in social work from a school accredited by the Council on Social Work Education, and have at least three years of direct clinical experience.
- Experience working with individuals experiencing homelessness and individuals who are chronically homeless and/or homeless veterans and other marginalized communities.
- Significant experience with comprehensive assessment tools, such as the VI-SPDAT, as well as HMIS
- Knowledge and experience working with co-occurring populations (chronic health conditions, mental health and substance use)
- Knowledge and experience with evidence-based practices and clinical interventions, including trauma informed care framework, harm reduction, motivational interviewing, and cognitive behavioral therapy.
- Extensive knowledge and experience in the accurate assessment of mental health, and substance use challenges
- Understanding of Housing-First model of housing, harm reduction, and homeless services within the service area (King County).
- Strong clerical/administrative skills including personal computer skills (Microsoft Office software)
- Demonstrated oral/written skills
- Ability to work effectively with people of diverse cultures, ages, and economic backgrounds in a culturally competent and sensitive manner
- Ability to establish and maintain cooperative working relationships with personnel at TSW and people from outside of the organization
- Cultural competency and commitment to clients
- Commitment to the philosophy and values of the agency
- Compliance with information and security policy and procedures
- Ethical and professional behavior
- CPR/First Aid certified
- TB test or willingness to obtain
- Must meet screening requirements, which include a Criminal Background check

Physical Requirements:

- Able to lift 20 pounds and to perform basic office tasks (with or without assistance).
- Prolong standing, sitting and walking
- Driving (may be required to transport client, materials or perform routine errands as a part of routine work assignments).

PAY AND BENEFITS:

- This is a full-time, non-exempt position (40 hours/week) with benefits. Salary: \$61,000-\$66,300 annually DOE. Benefits include full medical, dental, vision, IRA, and 160 hours of Paid Time Off and 9 paid holidays per year.
- Reports to the Executive Director.
- **To apply:** Please submit cover letter and resume to careers@sophiaway.org with Director of Client Services in subject line. No calls please. Applications will be accepted until position is filled. For certain consideration, **submit application no later than December 29, 2017.**

The Sophia Way is an Equal Employment Opportunity Employer and does not discriminate and is open to all qualified candidates, regardless of race, color, gender, sexual orientation, religion or national origin. We also willingly comply with laws that govern age discrimination, equal pay and sexual harassment.

The Sophia Way, 11061 NE 2nd St. Suite 223, Bellevue, WA 98004 • 425.463.6285 • www.sophiaway.org

