



**DESC**  
opening doors to end homelessness

## **Job Description**

OPEN: January 28, 2010  
Job Title: **Information & Referral Case Manager**  
Pay: \$25,474 - \$30,319 annually DOQ  
Supervisor: Information & Referral Supervisor  
Union: This position is represented by SEIU1199  
Hours: Full-time (37.5 hrs/week) exempt, possible Evening and weekend hours

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### **JOB DEFINITION:**

Information & Referral Case Managers provide information, advocacy, and referral services to homeless adults in the downtown shelter.

### **MAJOR DUTIES AND RESPONSIBILITIES**

- Provide information, advocacy, and referral services to general client population.
- Develop individualized service plans and maintain progress notes for clients on caseload.
- Maintain case notes and files in an orderly, up-to-date manner.
- Become familiar with resources, community services and housing options that meet the needs of vulnerable, disabled and homeless adults.
- Assist with updating, maintaining, and distributing client resource handouts.
- Intervene in crises with individual clients and in the general populations of the agency.
- Cooperate with other programs and agencies in the social service system to provide good networking of client services.
- Work scheduled hours at shelter stations and assist with monitoring of shelter to maintain order and communicate/enforce agency rules.
- Register clients and document services provided during shift hours, in accordance with established procedures.
- Actively participate in staff meetings and training sessions.
- Other duties as assigned.

### **MINIMUM QUALIFICATIONS**

- BA degree, preferably in social or behavioral science, and paid or volunteer experience working with the homeless, economically disadvantaged, mentally ill or substance abusers.
- Ability to meet state requirements for registration as counselor.
- Ability to communicate and work effectively with staff from various backgrounds and disciplines.
- Ability to work effectively with clients displaying a wide range of unpleasant and/or bizarre behavior.
- Subscribe to philosophy of cooperation and continuity across programs and of consideration and respect for clients.
- Bi-cultural or bi-lingual background/experience is highly desirable.

### **APPLICATION PROCEDURE**

**Submit a cover letter and resume to: DESC-I&R, ATTN: Human Resources, 515 3rd Avenue, Seattle, WA 98104, fax to (206) 515-1501, or email to [hr@desc.org](mailto:hr@desc.org).**

Please note that cover letters and resumes attached to an email as separate documents will not be accepted unless they are in a .doc (readable by MS Word 2000 or earlier) or .pdf format. The following document formats are unacceptable and will not be reviewed: .docx, .wps, .jpeg.

*The Downtown Emergency Service Center is committed to diversity in the workplace, and promotes equal employment opportunities for all staff members and applicants. The Agency will not discriminate against any employee or applicant for employment on the basis of race, creed, color, sex, sexual orientation, age, national origin, marital status, or the presence of any sensory,*



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*mental or physical disability in any employment practice, unless based on a bona fide occupational qualification. Women and minorities are encouraged to apply.*