



## **Housing Solutions of Northern Arizona Job Description**

**Position Title:** Sharon Manor Case Manager

**Employment Details:** Full Time  
Monday to Friday 8 a.m. to 5 p.m.  
Some nights & weekends, as needed  
Exempt Position  
Starting Salary \$45,000 - \$50,000, DOE  
Benefit eligible

**Job Location:** Sharon Manor  
Confidential Address  
Flagstaff, AZ 86004

### **Housing Solutions of Northern Arizona History:**

Housing Solutions of Northern Arizona, Inc., is a local 501(c)3 nonprofit organization whose mission is to build opportunity for sustainable, affordable housing in northern Arizona. Founded in 1990, as the Affordable Housing Coalition and previously known as BOTHANDS, the organization's main programs include housing counseling, construction of affordable housing and Sharon Manor, a transitional housing facility for homeless women and children survivors of domestic violence. The Mission of Housing Solutions of Northern Arizona is to build opportunity for sustainable affordable housing in Northern Arizona.

### **Housing Solutions of Northern Arizona's Non-Discrimination Policy:**

Housing Solutions of Northern Arizona, Inc. is an equal opportunity employer and provides equal employment opportunities to otherwise qualified individuals without regard to age, race, color, gender, sex, pregnancy, sexual orientation, ethnicity, national origin, religion, marital or familial status, disability, or veteran status. The practice of non-discrimination applies to all employees, volunteers, applicants for employment and applicants for volunteer opportunities, and to all terms and conditions of employment.

### **Summary:**

This position requires individual case management for women at Sharon Manor who are overcoming domestic violence and building self-sufficiency for themselves and their families. They will assist residents at Sharon Manor with the development and implementation of an Individual Action Plan to move them toward self-sufficiency as well as meet with residents weekly or as deemed necessary to monitor progress and help overcome challenges as they build skills for their futures. They will identify community resources for residents and work to successfully refer them to outside programs for additional assistance. Examples of referral agencies include, The Guidance Center, Southwest Behavioral Health, Child and Family Support Services, Coconino Community Services, DES, Salvation Army, Catholic Charities, Sunnyside One-Stop, Hope's Closet and St. Vincent de Paul. They will provide case management during crisis situations for residents as well as assist the Program Manager in program design, group meetings, trainings, orientations and conflict resolution.

### **Essential Duties and Responsibilities:**

- Create and monitor individual action plans for residents at Sharon Manor



- Meet with residents at least weekly for individual case management sessions; monitor client long-term goal planning and success
- Identify outside community resources for residents in the program, as needed
- Assist clients in their interactions with other agencies and social service providers
- Provide referrals to community agencies to increase the assistance residents receive through the program
- Interview and evaluate prospective residents to the program along with the Program Manager and other members of the Sharon Manor team
- Intervene in crisis situations and work to de-escalate
- Help clients to create and implement a family safety plan
- Facilitate a group workshop or personal development group on Monday or Tuesday evenings
- Attend Staff Meetings
- Represent Sharon Manor and Housing Solutions at public meetings such as bi-monthly Continuum of Care Meetings, CCRT and media events
- Assist with special events for Sharon Manor residents
- Help with the Children's Programs as needed
- Collaborate with other social service agencies such as Catholic Charities, Northland Family Help Center and Hope Cottage
- Attend training sessions in victim services and related fields
- Provide supervision, oversight and support for interns.
- Assist Program Manager in the development and implementation of group programs
- Keep accurate and detailed case management notes
- Provide outcome/demographic reports for oversight and grant funders

**Minimum Qualifications:**

Successful candidate must have a Master's Degree in social work, psychology or a related field, or a Bachelor's Degree and three years of experience in similar environments. He/she will also demonstrate good written and oral communications skills, as well as an ability to work cooperatively with other team members. Must pass criminal background check and employment background check. Valid Arizona Department of Public Safety Fingerprint Clearance Card must be provided. Must be able to pass DES and criminal background check to determine suitability to work with at-risk populations.

**Preferred Qualifications:**

Bilingual in Spanish  
Experience in housing or nonprofit organization