



Title: Lifeline Case Navigator

About Lifeline:

Lifeline is a partnership between the Office of Homeless Youth and SDMC. The goal of Lifeline is to serve young adults who have exited systems of care, and provide support and barrier removal for problems before they become crises that could lead to homelessness.

Lifeline is a no wrong door service that provides targeted case management and flexible funding support to address participant identified barriers.

Our Values:

Diversity is a core value of Lifeline. We believe the power of diversity enriches all of us by exposing us to a range of ways to understand and engage with the world, identify challenges, and to discover, design and deliver solutions.

We are passionate about building and sustaining an inclusive and equitable working and learning environment for all those that we encounter. We believe every member of our team enriches our diversity by exposing us to a broad range of ways to understand and engage with the world, identify challenges, and to discover, design and deliver solutions.

Job Summary

Lifeline is a new 24 hour service that will provide resources, targeted case management, and funding resources to young adults who have exited state systems of care. We are looking for dedicated, trauma informed case managers to staff the hotline and partner with participants to remove barriers they are experiencing before they become crises that may lead to homelessness.

Role Objectives

- Provide timely, trauma informed, culturally appropriate, and person centered case management support to young adults who have exited a state system of care.
- Provide robust resource navigation support to participants, maintain knowledge of resources, programs, and tools available in WA State
- Ensure all Lifeline requests and participant communications are being responded to promptly and within program guidelines.

- Accurate documentation of services provided
- Ensure participants have access to necessary resources
- Adherence to best practices and fidelity to program model

Daily and Monthly Responsibilities

- Staff the LifeLine phone line and provide immediate support to participants that call in.
- Provide targeted case management that addresses participants' identified needs
- Administer flex funds when appropriate
- Create participant accounts, document interactions and interventions, and send referrals to partners when needed.
- Respond to text and website support requests.
- Consult with team and supervisor to ensure best practices in supporting participants and fidelity to program model
- Keep current on resources available throughout WA State that participants could be eligible for
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Required Skills and Qualifications

- Two to four years of case management experience
- Two to four years of experience working with a CRM/data management system
- Understanding of principles of trauma informed care
- Demonstrated ability to provide person centered services to clients with systems experience
- Able to adapt quickly to changing priorities and crisis situations
- Familiarity with programs and resources in WA State
- Strong critical thinking skills- uses logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems
- Commitment to learning and growth, especially in racial equity and social justice

Preferred Skills and Qualifications

- Four or more years of case management, wrap services, or mental health services experience
- B.A. in social work, psychology, or other comparable field
- One to three years of experience with a hotline/call center
- Bilingual, ability to provide translation services

Physical and Mental Requirements:

1. Mental Effort – Requires attention to detail, interacting with others in-person, through email, phone, and via web conferencing, using critical thinking and listening skills, and active participation at meetings.
2. Physical Requirements – May include long periods of sitting, working on a computer, using the phone, working with other office/computer equipment, attending meetings.
3. Working Conditions – This position primarily works remotely and independently. May require meetings in a business office environment. Must have reliable wireless internet.

To apply for this position: email resume and cover letter (optional) to jobs@sdmartinconsulting.com using the name of the role as the subject line.

Job Type: Full-time

Compensation: \$25/hr (additional stipend for bilingual language skills)

Benefits:

- Flexible schedule
- Medical, Dental, and Vision Insurance
- Unlimited time off

Schedule:

- 8 hour shift
- 5 days a week

Work Location: Remote