



**Position title:** Case Manager - Intervention Focus  
**Reports to:** Housing Stability Director  
**Compensation:** \$60,000 - \$65,000, FTE, benefits, salaried-exempt  
**Location:** Middleton, WI (On-site)

The Case Manager - Intervention Focus provides short-term, focused case management to households experiencing housing instability—conducting assessments, delivering financial assistance, coordinating resources, and triaging clients to appropriate long-term programs.

### Essential Responsibilities

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#### Direct Case Management (70%)

- Conduct comprehensive intake assessments; develop short-term stabilization plans
- Lead budget conversations and basic financial literacy support
- Assess eligibility and make timely decisions on financial assistance (rent, utilities, housing costs)
- Triage households to Reducing School Mobility, Steady Steps, or Connections programs; execute warm handoffs
- Connect households to community resources (housing, employment, childcare, healthcare, benefits)
- Follow up to track outcomes and provide additional support as needed

#### Program Support & Coordination (20%)

- Manage scheduling and capacity alongside team; provide backup support during high-volume periods
- Coordinate with case managers on shared clients and service-level transitions
- Maintain accurate case notes in Apricot; document financial assistance and activities
- Participate in team meetings, case consultations, data quality reviews, and continuous improvement

#### Seasonal Program Coordination (10%)

- Plan and coordinate annual Back to School program for families with school-age children
- Manage returning family recertification; track participation and outcomes for reporting

### Qualifications

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#### Required

- 3+ years in crisis intervention, case management, or social services
- Demonstrated ability to work effectively in crisis situations with rapid assessment skills
- Proficiency with databases and scheduling systems; ability to work independently
- Spanish language skills and/or comfort navigating complex conversations with interpretation tools
- **Background Check:**  
Due to the nature of this position, a background check will be required as part of the application process.

#### Preferred

- Experience across multiple programs or integrated service settings
- Knowledge of Madison-area housing and food access resources
- Familiarity with triage/navigation models, trauma-informed care, and harm reduction
- Experience with food access services or crisis hotlines/emergency response

### Key Competencies

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- Client-centered approach
- Assessment & problem-solving
- Strong communication & interpersonal skills
- Organization & time management
- Systems thinking

## **Working Conditions**

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This position is based on-site at WayForward's office in Middleton, Wisconsin and operates primarily within the administrative office and meeting spaces, with occasional movement to the front desk, food pantry, and distribution areas with moderate noise level (20%). Occasional local travel may be required based on program needs.

The role requires the ability to sit for extended periods for intake assessments, case note documentation, scheduling, and phone-based communication (50%), while remaining available to transition quickly to support colleagues or respond to walk-in situations.

Occasional standing, walking, and reaching throughout the building are expected (20%), along with occasional lifting and transporting of items up to 25 lbs when supporting food access or seasonal program activities such as the Back to School program (10%).

This role carries meaningful emotional demands, as case managers regularly work with households in acute housing instability and financial crisis. The ability to engage with composure, empathy, and sound judgment across a high volume of short-term client interactions is essential. Clear verbal communication, active listening, and auditory acuity are required in a busy, fast-paced office environment.

**To apply:** Please submit a cover letter and resume to Taylor Rozman, Housing Stability Director at [taylor@wayforwardresources.org](mailto:taylor@wayforwardresources.org) by Friday, April 3rd, for best consideration.

**Note:** The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.