

Olivia Bennett

HOUSING CASE MANAGER

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SUMMARY

Housing Case Manager with 5 years in homeless services in Seattle, the last 3 in rapid rehousing and permanent supportive housing. Uses Housing First and motivational interviewing, works with landlords to secure units and connects tenants to community resources that keep them housed. Enters all services in HMIS and tracks rent assistance in Excel.

SKILLS

Other Skills: Case Management, Housing First, Rapid Rehousing, Motivational Interviewing, Landlord Engagement, HMIS, Community Resources, Advocacy, Excel, Outlook

EXPERIENCE

Housing Case Manager 04/2023 - Present
Emerald City Housing Alliance Seattle, WA

Nonprofit running rapid rehousing and supportive housing for about 400 households.

- Manage a caseload of **25** households in rapid rehousing, building housing stability plans within 14 days.
- Negotiate with 30+ landlords on leases and deposits, moving 48 households into permanent housing in 2025.
- Apply motivational interviewing and counseling on budgets and lease rules, with 90% of tenants housed at 12 months.
- Advocate for tenants at 15 eviction prevention hearings and record every service in HMIS within 48 hours.

Shelter Advocate 06/2021 - 03/2023
Cascade Night Shelter Seattle, WA

Low-barrier shelter with 120 beds for adults.

- Completed coordinated entry assessments for **200+** guests and added them to housing waitlists.
- Guided 35 guests through gathering ID, income and medical documents for housing applications.
- Defused conflicts during overnight shifts with trauma-informed de-escalation, with no police calls in 6 months.
- Logged bed use and guest contacts in Excel and Outlook reports for the program manager each week.

Pantry Program Assistant 09/2019 - 05/2021
Northgate Community Pantry Seattle, WA

Part-time role at a neighborhood food pantry while in college.

- Checked in **150** households at weekly distributions and kept the client list current.
- Referred 40 visitors to benefits, shelter and utility help through a printed resource guide.
- Trained 12 new volunteers on intake, privacy and food safety rules.

EDUCATION

Bachelor of Arts 06/2021
University of Washington Seattle, WA
Social Welfare

CERTIFICATES

SOAR Online Course Certificate 09/2023
SAMHSA SOAR TA Center

Mental Health First Aid 02/2022
National Council for Mental Wellbeing