

Job Description: Case Manager

Position Title: Case Manager

Hours: 40 hours/week

Position Summary

Exciting opportunity to work with homeless families helping them secure permanent housing. We are looking for a Bachelor's level graduate for our Case Management program. Experience with the homelessness preferred.

Under the supervision of the Housing Program Director, the Case Manager's primary role is to work alongside families in our rotational shelter and transitional shelter program to acquire full-time employment and permanent housing. The Case Manager will also work alongside the homeless services partner agencies in the South Bay area to assist and obtain resources for the rotational shelter and transitional shelter programs.

Qualifications

- Bachelor's Degree from an accredited college/university, preferably in early childhood development, social work, or related field OR 2 years relevant experience
- Dedicated to the mission of Family Promise of the South Bay
- Knowledge of challenges associated with homelessness, including mental illness, substance abuse, violence, and isolation
- Knowledge of principles and techniques of 'beginning where someone is at', engaging participants, establishing rapport, and building relationships
- Knowledge of principles and techniques of advising participants regarding personal, economic, emotional, and social problems
- Knowledge of basic de-escalation techniques
- Knowledge of functions of community resources available to the participants
- Knowledge of principles and techniques of preparing narrative reports
- Knowledge of the local community of the South Bay a plus
- Ability to maintain appropriate and professional boundaries
- Ability to organize time and responsibilities and to handle work demands and timelines
- Ability to work independently and continue moving caseload forward
- Ability to access support and guidance as necessary
- Ability to be flexible and deal with changing priorities
- Proficient in Microsoft Office and Google Suite applications

Responsibilities

- Manage first response and referrals.
- Maintain an active and ongoing waitlist of potential candidates for our rotational shelter or diversion program to ensure complete utilization of the shelter's capacity.
- Prospective family screenings, intake, interviews, and selection in collaboration with the Housing Program Director.
- Provide direct case management and maintain accurate documentation for all families within the rotational shelter program and the transitional housing program.
- Provide the following as a part of your case management plan:
 - Life coaching, counseling, and mentoring
 - Progress evaluation
 - Budgeting, money management, and budget projection for housing and sustainability
 - Family relations support
- Connect and mediate families with appropriate supportive services and housing resources
- Ensure case notes and family files are up-to-date and complete and uploaded to the secure shared case notes file.
- Equipped or willing to be equipped in Crisis Prevention Certification
- Equipped or willing to be equipped in Trauma informed care
- On-call duties.
- Other duties as assigned.

Accountability and Review

3-month probationary period with a performance review, followed by annual evaluations.

Physical Demands, Environmental Conditions, Equipment

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disability to perform the essential job functions. Employee is required to: walk and climb stairs; reach with hands and arms; be mobile by moving oneself from place to place quickly and easily; carry and lift; climb hills; bend, stoop or kneel; operate a computer keyboard; able to complete all forms in personal writing; make and receive telephone calls; use copier. Employee will be subjected to outside environmental conditions while conducting various levels of outreach to homeless neighbors. In addition to working in a typical office environment, the navigator will be required to work in areas inhabited by homeless persons, to include working in dirty environments and dealing with challenging individuals.