

Job Description: Case Manager

Position Title: Case Manager
Hours: 32 hours/week
Reports To: Executive Director
Compensation: \$17-20 p/hr.

Position Summary

Under the supervision of the Executive 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 families in our shelter-diversion, rotational shelter, and transitional shelter programs. In addition to working with the families currently in our program, the Case Manager will serve as a family advocate for alumni of the program for up to two years post-graduation. The Case Manager will work closely with the Family and Community Engagement Coordinator to coordinate resources for current and alumni families.

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

Case Management:

- 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 Executive Director.
- Determine family needs that qualify for our diversion program and take action steps to meet these needs.
- 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
- Determine family needs in the program, including post-graduate needs and help resource them adequately.
- Ensure case notes and family files are up-to-date and complete and uploaded to the secure shared case notes file.
- Connect with graduate families for updates and to keep them connected with other FP graduates, as well as providing life counseling and coaching to be resilient and maintain stability.
- Encourage graduates to continue being a part of the FP family circle, including paying forward through thoughtfulness/prayers, volunteering, and helping other graduate families.
- On-call duties.
- Other duties as assigned.

Family Engagement:

- Develop workshops designed to support and help current and graduate families grow in different life skills that will help them to achieve and maintain stability.
- Communicate with current and graduate families about the different workshops and whole-family opportunities available to them.
- On-Call duties.
- Other duties as assigned

Volunteer Coordinator and Operations:

- Communicate regularly with volunteer coordinators and Executive Director about hosting, current families' upcoming schedule, and unique needs.
- Answer volunteer questions about each family and operation needs while maintaining appropriate confidentiality.
- Organize and maintain host and support schedule.
- Other duties as assigned.

Community Engagement:

- Provider Networking, Intern Engagement, and Supervision, Congregation Relations.
- Other duties as assigned.

Sample Schedule:

Sunday- Off
Monday- 10:00-6:30
Tuesday- 12:00-8:30
Wednesday-10:00-6:30
Thursday- Off
Friday- Off
Saturday- 10:00-6:30

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 the copier. Employees 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, including working in dirty environments and dealing with challenging individuals.

If you are interested in being considered for this position, please submit a resume and cover letter to careers@familypromiseosb.org.