



JOB TITLE: Homeless Services Case Manager

REPORTS TO: Homeless Services Program Director

CLASSIFICATION: Full-time Non-Exempt

Job Summary: Under the supervision of the Homeless Services Program Director, the Homeless Services Case Manager will provide intensive case management and safety-net services to un-housed individuals and families, as well as provide information and assistance to supportive services to help clients attain and maintain stable housing. Case Manager will also conduct community outreach.

***Note, during COVID-19 Personal Protective Equipment is required. Case Management services are conducted outside, with socially distanced protocols in place.**

Duties and Responsibilities

1. Provide case management to un-housed individuals and families as well as identify services and resources to help them attain housing/shelter, and other benefits/resources e.g. eligibility screening for public benefits such as, CalFresh, General Assistance (GA) Social Security Disability Insurance, Supplemental Security Income (SSI), employment search assistance and mental health and legal services.
2. Conduct intake interviews and periodic re-assessments.
3. Carry a case load of clients who are in need of more intensive support.
4. Develop case plans, monitor progress, and update case notes and case plans.
5. Facilitate the Un-Housed Support Group.
6. Enroll clients in UPLIFT (bus pass program) and provide monthly case management.
7. Maintain accurate and timely case record documentation including entering data into the Salesforce and Clarity databases to ensure data quality.
8. Maintain program statistics in Salesforce and Clarity databases.
9. Conduct outreach efforts, which may include working occasionally on weekends and/or evenings.
10. Assist with the coordination of the Back-to-School Backpack distribution and Holiday Sharing Programs.

11. Perform other related duties, responsibilities and special projects as assigned by the Homeless Services Program Director.

Requirements:

1. Bachelor's degree in Social Work, Psychology or related field with a minimum of two years case management experience. Previous with individuals or families who are un-housed preferred. Knowledge of community resources preferred. Bi-lingual, English/Spanish skills are desired.
2. Ability to handle multiple projects, meet deadlines, manage priorities and workflow, while maintaining a positive, patient and calm demeanor, and establishing a positive team spirit with colleagues.
3. Excellent interpersonal, listening, and negotiating skills, the ability to build and maintain positive relationships internally and externally with a diverse range of people and the ability to respond appropriately to sensitive and/or confidential information and request.
4. Must possess outstanding verbal and written English communications skills in business and in addition to excellent English grammar.
5. Ability to work effectively in a cross functional team setting.
6. Ability to exercise good judgement, take initiative and make diligent, thoughtful, independent and timely decisions.
7. Computer literacy with proficiency in Word, Excel, PowerPoint and database programs.
8. Ability to work some evenings and weekends.
9. Must be able to pass a background investigation, such as criminal record and motor vehicle.
10. Possess a valid California Driver's License, automobile and automobile insurance.

Work environment and Physical Demands:

1. Work is performed in an office environment as well as outdoors (during COVID) and the employee in this position is subject to inside and outdoor environment conditions.
2. May be required to lift up to 20 lbs.
3. Required sitting 60% of time
4. Requires work on computer 60% of time
5. Monthly outreach work, which requires standing and walking primarily outside.
6. Travel by car for this position includes travel independently 10% of a business week, during some periods. Also, travel by car may include attending meetings representing the agency (not until certain COVID protocols are lifted).

Note: Duties and responsibilities shall include the principal functions of the job. The job description shall not be construed as an employment contract or as a complete listing of all miscellaneous, incidentals, or other duties which may be assigned during normal operations.