



**JOB TITLE:** Homeless Prevention Services Case Manager

**ORGANIZATIONAL UNIT:** Homeless Prevention Services

**REPORTS TO:** Homeless Prevention Services Program Director

**CLASSIFICATION:** Full Time Non-Exempt (40 Hours per Week)

**Job Summary:** Under the supervision of the Homeless Prevention Services Program Director, the Homeless Prevention Services Case Manager will provide case management and safety-net services to low-income 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.

**COVID-19 Guidelines:** Requirement that all CSA staff, volunteers and clients to wear a mask and maintain 6ft. apart (as much as possible) while on CSA property. This is a requirement when both indoors and outside. Staff are required to also wear a face shield when interacting with clients.

**Duties and Responsibilities:**

1. Provide case management to low-income individuals and families as well as identify services and resources to help them maintain stable housing, e.g. eligibility screening for CalFresh, assistance with applying for public benefits such as 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 financial assistance and/or housing case management services.
4. Develop case plans, monitor progress, and update case notes and case plans.
5. Provide safety-net services, which includes financial assistance, pre-screening clients for CalFresh benefits, advocacy and linking clients to public benefits and supportive services such as mental health and legal services.
6. Enroll clients in TAP (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 Prevention Services Program Director.

## **Requirements:**

1. Bachelor's degree in Social Work, Psychology or related field with a minimum of two years case management experience working with low-income individuals and families, as well as 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, motor vehicle, and credit reports.
10. Possess a valid California Driver's License, automobile and automobile insurance.

## **Work environment and Physical Requirements:**

1. Work is performed primarily in an office environment and the employee in this position is subject to inside 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 or as part of a small group 10% of a business week, during some periods. Also, travel by car may include attending meetings representing the agency.

**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

