

## Job Announcement

**Title:** Housing Focused Case Manager

**Regular Full Time:** 40 hours/week **REQUIRED**

**Non-Exempt**

**Rate: starts at \$22.00**

**Reports to:** Program Director

**Unit:** Residential – Shelter and Housing Programs

Shift Schedule – call for details  
may include weekend shifts

### For Job Announcement:

Homeward Bound is Marin County's primary provider of housing and shelter for single individuals and families experiencing homelessness, offering short- and long-term supportive housing, job-training and placement, and services. Our mission is "Opening Doors to Safety, Dignity, Hope, and Independence." We are looking for the right person to join our adult housing focused team at in our shelter system.

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### Principal Responsibilities:

- Housing focused case management services in both one on one and group settings.
- Address all issues that may be barriers to obtaining housing: chronic homelessness, brain illness, physical health concerns; substance use disorders; under-employment; lack of income and other barriers.
- Problem-solve urgent situations as they arise which may include interacting with EMT and Fire, police, psychiatric services, and other community agencies and staff.
- Prevent and/or resolve conflicts skillfully using a strengths-based approach.
- Provide supportive counseling, guidance, & referrals to community resources.
- Engage regularly and consistently with individuals insuring program participation and progress.

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### Major Duties:

- Assist program participants in physical and mental health issues.
- Complete weekly required MediCal documentation/reimbursement notes.
- Participate actively as part of a team with other Homeward Bound staff
- Communicate effectively (both written and verbal) with team members, supervisors, volunteers, and program participants.
- Maintain proper documentation of relevant interactions.
- Attend weekly program staff meetings, monthly all-staff meetings, weekly supervision with Program Director, and trainings.
- Report program, client, and facility needs to appropriate people.
- Process and balance program participant fees and document savings.
- Conduct weekly case management meeting documenting housing plans and goals.
- Prepare program transfers, daily rosters and generate reports on key data points as required.

- Oversee and implement safety and structure of program including hotel/resident checks
  - Provide supportive counseling and crisis intervention when appropriate
  - Provide facilitation and constructive resolution of household disputes
  - Manage hygiene, psychiatric, medical and medication appts and issues for all residents as necessary.
  - Meet weekly with residents, log appropriate progress notes in file & daily log
  - Collect and log contributions and progress notes in the requirements of contact. Assist in training new and relief staff.
  - Write clear, concise shift notes on a daily basis.
  - Document daily, monthly, and annual charting on residents for Medical billing purposes
  - Assist in maintenance of the facility, report major maintenance issues to director
  - Facilitate catering/meal service nightly
  - Perform facility maintenance duties when needed
  - Supervise resident chores
  - Oversee cleanliness of resident's food storage areas
  - Maintain cleanliness in office areas, and food storage areas
  - Report all professional concerns to supervisor
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**Relationships:**

- Establish and maintain open and collaborative relationships with colleagues.
  - Greet, communicate, and treat all program participants with respect, dignity, kindness, and an attitude of service.
  - Maintain confidentiality related to all program participants.
  - Communicate clearly and consistently with supervisor.
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**Minimum Qualifications/Requirements:****Education or Training Equivalent to:**

- Required: Bachelor's Degree in social work, social welfare, psychology or related field.

**Minimum Years of Additional Related Experience:**

- 3 + years' experience working with under-resourced, low-income populations; experience working with individuals experiencing homelessness desired
- Experience in residential programs and/or housing programs
- Working knowledge of Social Security income (SSI, SSDI, SDI)
- Knowledge of life skills, money management, and basic math skills
- Strong knowledge of harm reduction and mental health issues required
- Data system entry experience
- Knowledge of Microsoft Word, Excel, Cloud, and Adobe

**Physical Requirements:**

- Ability to sit, and use a computer mouse, keyboard, and monitor, for moderate periods of time (1 – 3 hours per day)
- Ability to stoop, crouch, kneel, and/or crawl on occasion
- Ability to lift and/or move objects weighing up to 40 pounds

**Special Qualifications & Qualities:**

- Work well with a team as well as independently
- Sense of humor
- Able to keep strong boundaries and set limits
- Able to ask questions and receive constructive suggestions
- Desire to work in an atmosphere that is supportive and challenging
- Able to multi-task and think quickly
- Knowledge and experience in harm reduction and Housing First
- Compassionate, flexible, and non-judgmental
- Desire to work with people to end homelessness in their lives
- Able to work well with diversity

**EQUAL OPPORTUNITY**

At Homeward Bound we are committed to embracing diversity. All decisions regarding recruitment, hiring, promotion, assignment, training, termination, and other terms and conditions of employment will be made without regard to race, color, gender, religion, national origin, creed, ancestry, gender, sexual orientation, gender identity or expression, age disability, veteran status, political ideology, or any legally protected class. It has always been and continues to be Homeward Bound's policy that employees should be able to enjoy a work environment free from all forms of harassment and discrimination. We encourage applicants of diverse backgrounds to apply for any open position for which they feel qualified.

**BACKGROUND CHECK(S)**

Homeward Bound is committed to providing safe and productive working, learning, and living environments for our staff and clients. To achieve that goal, we conduct background investigations for all final candidates being considered for employment. Background checks may include, but are not limited to, criminal history, national sex offender search, and motor vehicle history.