

## Position Announcement

**Title:** Housing Case Manager – Jonathan’s Place  
**Hourly Rate:** \$30/hour  
**Reports to:** Program Manager – Jonathan’s Place  
**Unit:** Residential – Shelter and Housing Programs

**Regular Full Time:** 40 hours/week  
**Grade:** n/a  
**Non-Exempt**  
**Start Date:** TBD

### Candidates must be fully vaccinated against the Covid-19 virus

Homeward Bound is Marin County's primary provider of housing and shelter for 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.”

---

#### Principal Responsibility:

The Housing Case Manager has a pivotal role in supporting tenants residing in units of Permanent Supportive Housing through regular one-on-one check-ins and in group settings. This position will work closely with a team of providers, that will be onsite 24/7, to problem-solve tenant issues as they arise and to connect with tenants regularly. The caseload for Housing Case Managers will remain small to enable frequent check-ins and the ability to develop rapport while offering supportive services gradually over time.

This is an exciting opportunity for a mission-driven hands-on team player to join our vibrant and cutting-edge nonprofit organization. We work towards resolving homelessness in Marin County through affordable housing development, supportive services, job training, and social enterprise. We're looking for energetic team members who are eager to start a new housing program with us and expand the range of services we offer to people needing our support.

---

#### **Major Responsibilities:**

- Provide services and resources which promote housing retention and support individual goals of increasing economic independence and maintaining stable housing
- Meet regularly and consistently with individuals assuring program participation and progress
- Address barriers to housing stability using the principles of Housing First and offer supportive services on a voluntary basis
- Help residents to manage and build life skills while conducting annual assessment of service needs
- Address barriers to housing stability using the principles of Housing First and offer supportive services on a voluntary basis
- Manage conflicts and crisis situations as they arise
- Provide supportive counseling, guidance, supervision, & referrals to community resources
- Maintain records and collect information as required by the program
- Attend and participate in staff meetings, supervision, and trainings
- Provide emergency services as needed, as well as ongoing case management which may include interacting with law enforcement, psychiatric services, and other community agencies and staff
- Report program, resident, and facility needs to appropriate persons
- Document and track required program outcome measures, respond to requests for information in a timely manner and collect and enter data into data management systems such as the HMIS system and CalAIM

- Perform other relevant duties as assigned

---

**Relationships:**

- Establishes and maintains open and collaborative relationships with colleagues, working as a team with all staff at Homeward Bound.
- Greets, communicates, and treats all program participants with respect, dignity, and an attitude of service.
- Maintains confidentiality related to all program participants.
- Communicates clearly and consistently with supervisor.

---

**Minimum Qualifications/Requirements:****Education or Training Equivalent To:**

- Bachelor's Degree in Social Work, psychology or relevant field (preferred but not required)

**Minimum Years of Additional Related Experience:**

- Experience developing and implementing programs and services.
- 3+ years of experience working with low-income populations and/or people experiencing homelessness.
- Previous experience in a setting that provides Permanent Supportive Housing programs.
- Strong skills in harm reduction and working knowledge of substance dependence disorders and people living with persistent and serious mental health diagnoses.

**Written & Verbal Communication Skills:**

- **Bilingual Spanish desired**
- Ability to read and interpret documents such as policies, operating and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before small groups of students, clients, or employees of the organization.

**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

**Special Qualifications & Qualities (skills, abilities, licenses):**

- Enthusiasm for working with individuals with previous experiences of homelessness
- Ability to create an environment that fosters empowerment and motivation to make positive changes
- Strong organizational, communication and documentation skills
- Ability to work cooperatively with and contribute to a diverse workplace through ideas or experience
- Competency with Windows and Microsoft Office Suite software
- Self-starter who takes appropriate initiative, has excellent time management and organizational skills, the ability to prioritize and organize, is creative and has a sense of humor
- Dynamic, resourceful, flexible, kind, compassionate, understanding
- High level of awareness and comfort working in a culturally and ethnically diverse work environment
- Awareness of and adherence to agency's JEDI (Justice, Equity, Diversity and Inclusion) principles

**Schedule:**

- Position will require weekends and evenings as needed due to tenants in housing necessitating support after hours at times.

## **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.