

Position Announcement

Title: Senior Housing Case Manager – Jonathan’s Place

Hourly Rate: \$32/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:

Under the direction of the Program Manager, the Senior Housing Case Manager has a pivotal role in supporting and providing direction to a wraparound team working onsite with tenants residing in units of Permanent Supportive Housing. This position will work closely with the Program Manager to problem-solve tenant issues as they arise and provide real-time support to frontline staff as needed. A primary function of this role will be to foster and uphold a sense of community among residents while creating space for staff to debrief, maintain close contact and discuss care coordination as a team. This position will supervise staff who are part of the 24/7 staffing model and carry a caseload of tenants residing in the supportive housing unit.

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:

- Convene staff regularly, at least weekly, for one-on-one check-ins, staff meetings, care coordination, and problem solving for all tenants in supportive housing units.
- Supervise Relief Counselors who are working on the supportive housing floors and have regular weekly check-ins with these staff members to ensure they have appropriate direction and support.
- Ensure consistent Case Management is being provided, including referrals to other service providers for residents at Jonathan’s Place.
- Build capacities with supportive housing staff to coach individuals on soft skills such as household budgeting, nutrition, self-care and ongoing housekeeping as needed.
- Meet regularly and consistently with individual tenants, 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
- 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
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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.
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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.