

## Job Announcement

**Title:** Housing Focused Case Manager – Adult Shelter(Voyager/Carmel)

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

**Non-Exempt**

**Monday – Friday 3:30 PM to 12 midnight**

**DAYS OFF – Saturdays and Sundays**

**Rate: \$27-30/hr DOE**

**Reports to:** Program Director

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

Candidates must be fully vaccinated against the COVID-19 virus

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 in our shelter services.

**This is a full-time position with a competitive benefits package that includes 100% employer paid medical, dental and vision insurance, 100 accrued vacation hours, 12 sick days per year and access to a 403b retirement plan**

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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, mental health symptoms, physical health concerns; substance use disorders; under-employment; lack of income, and other barriers.
- 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 ensuring program participation and progress.
- Problem-solve urgent situations as they arise which may include interacting with EMT and Fire, police, psychiatric services, and other community agencies and staff.

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### Major Duties:

- Conduct weekly case management meetings with caseload of 10-15 participants, documenting housing plans, goals, and current mental health symptoms
- Complete weekly required client progress notes.
- Assist program participants with mental health or physical health concerns.
- Document daily, monthly, and annual charting and data collection for billing purposes
- Participate actively as part of a team with other Homeward Bound staff
- Communicate effectively (both in writing and verbally) with team members, supervisors, volunteers, and program participants.
- Maintain proper daily 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 staff members.
  - Process program participant fees as needed.
  - 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 psychiatric, medical and medication appts and issues for all residents as necessary.
  - Write clear, concise shift notes on a daily basis, log appropriate progress notes in file & daily log
  - Assist in training new and relief staff as needed
  - 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
  - Complete other duties as assigned
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**Relationships:**

- Establish and maintain open and collaborative relationships with colleagues and employees at partner agencies
  - 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:**

- Highly preferred: 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
- Knowledge of/sensitivity to mental health diagnoses and symptomology
- 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 (3-5 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
- 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**

Homeward Bound is an equal opportunity employer. We stand for justice and equity. We celebrate diversity and we are committed to creating an inclusive environment for all employees. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws. This policy applies to all employment practices within our organization, including hiring, recruiting, promotion, termination, layoff, leave of absence, compensation, benefits, and training.

**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.

*\*\$27- \$30 per hour DOE with a competitive benefits package which includes 100% employer paid medical and dental insurance, 2 weeks' vacation, and access to a 403b retirement plan. Under California law, Homeward Bound is required to provide a reasonable estimate of the compensation range for this role and should not offer a salary or hourly rate outside of the range posted in this job announcement. This range considers the wide range of factors that are considered in making compensation decision including but not limited to experience, skills, knowledge, abilities, education, licensure and certifications, analysis of internal equity, and other business and organizational needs. Salary and hourly rate offers are determined based on final candidate qualifications and experience.*