

Title: Housing Case Manager

Regular Full Time: 40 hrs./week

Hourly Rate Range: \$28.00 - \$30.00*

Reports To: Program Director

Work Schedule: Monday to Friday 3PM to 11:30PM, Days off Saturday and Sunday

The Opportunity

Homeward Bound of Marin is a dynamic and evolving non-profit agency working to end homelessness in Marin County through affordable housing development, supportive services, job training, and social enterprise. With a successful 48-year history and strong interdisciplinary partnerships with other private and public partners, Homeward Bound is positioned for impactful growth over the next decade. Our work environment values Justice, Equity, Diversity, and Inclusion, and rewards resourcefulness, flexibility, kindness, compassion, and understanding.

Homeward Bound is seeking a Housing Case Manager to specifically work with tenants with complex needs related to their psychosocial wellbeing. The Housing Case Manager has a pivotal role in supporting tenants residing in SRO units of Permanent Supportive Housing through regular one-on-one check-ins and group workshops. 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.

The Candidate:

If you are a mission-driven, hands-on case manager who works well independently and as a team, we want to hear from you! Our ideal candidate will be an energetic team member who is ready to serve tenants in permanent housing with complex needs. This candidate will also have a passion for implementing new housing program activities and a fondness for expanding the range of services we offer to engage clients that are recently housed but have experienced homelessness for many years. Oh, and did we fail to mention, having the ability to prioritize, organize, stay creative, and maintain a sense of humor will go a long way too!

Minimum professional requirements include:

- 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
- Bachelor's Degree in Social Work, psychology, or relevant field (preferred but not required)
- 3+ years of experience working with low-income populations and/or people experiencing homelessness. (Education can be a substitute for working experience)
- Strong skills in harm reduction and working knowledge of substance dependence disorders and people living with persistent and serious mental health diagnoses.
- 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 clients, or employees of the organization.
- Ability to sit, and use a computer mouse, keyboard, and monitor, for moderate periods of time (1 – 3 hours per day)
- Position will require weekends and evenings as needed due to tenants in housing necessitating support after hours at times.

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.

Equal Opportunity Statement

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.

Competitive Benefits

- 100 % Employer Paid Medical, Dental, and Vision Insurance
- Discretionary 403 B match
- 80 accrued vacation hours
- paid holidays off or ability to work and earn 1.5x
- 12 Sick days annually
- 10 Covid-19 sick days a year
- Employee Assistance Program
- Free lunch at Admin Site, and more
- Comprehensive list provided at offer.

**\$28-\$30 per hour DOE with a competitive benefits package which includes 100% employer paid medical and dental insurance, 3 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.*

To Apply

Send resumes to: careers@hbofm.org