

Job Announcement

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

Regular Full Title: 40 Hours/week
Wed–Fri-Sat-Sun 7:30AM to 4PM
Thursday 11AM to 7:30PM
DAYS OFF Monday and Tuesday

Hourly: \$28 – \$30

Reports to: Program Manager

Start Date: ASAP

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 Focused Case Manager to create, implement and deliver housing focused services to unhoused families. Our program provides building goals, support for employment, search for stable housing and other supportive services to our residents in our Program.

If you have a heart and passion for supporting families who are focused on personal growth, we want to hear from you!

The Candidate:

We are looking for a mission-driven and hands-on housing and homeless services expert who works well as a team and independently. Our ideal candidate will be a self-starter who takes appropriate initiative and can work collaboratively with a diverse group and clients.

Education or Training Equivalent To:

- 🏠 Bachelor's Degree in social work, psychology, or relevant field preferred
- 🏠 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.
- 🏠 Competency with Windows and Microsoft Office Suite software

Special Qualifications & Qualities (skills, abilities, licenses)

- 🏠 Work well with a team as well as independently.
- 🏠 Able to keep strong boundaries and limits.
- 🏠 Able to ask questions and receive constructive suggestions.
- 🏠 Ability to work cooperatively with and contribute to a diverse workplace through ideas or experience.
- 🏠 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.
- 🏠 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

Major Responsibilities:

- 🏠 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 daily, 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.
- 🏠 Perform other duties as assigned.

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 compassionate service.
- 🏡 Maintain confidentiality and boundaries related to all program participants.
- 🏡 Communicate clearly with supervisor.

Written & Verbal Communication Skills

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Demonstrated ability to effectively present information and respond to questions from groups and individuals.

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.

Competitive Benefits

- 🏡 100 % Employer Paid Medical, Dental, and Vision Insurance
- 🏡 403 B match
- 🏡 100 accrued vacation hours (2 ½ weeks)
- 🏡 13 paid holidays off
- 🏡 12 Sick days annually
- 🏡 Employee Assistance Program
- 🏡 Comprehensive list of benefits included in the Employment Offer letter.

To Apply

Send resumes to: careers@hbofm.org

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