

VACANCY: Case Manager

Full-Time, Hourly (non-exempt)
Start Date Position is open until filled
Compensation: DOE



5Cities Homeless Coalition is an AA/EEO Employer.

To apply for this position, complete a 5Cities Homeless Coalition Application for Employment, and email it along with a current resumé to Colleen.Phelan@5chc.org. Applications available online at 5CHC.org/employment.

5Cities Homeless Coalition is transforming lives in San Luis Obispo County. The Coalition strengthens the community by mobilizing resources, fostering hope, and advocating for those who are homeless or facing homelessness. Our efforts focus on helping the most vulnerable in our community maintain dignity while working toward a new home (or retaining their home). Our work goes beyond the immediate, to ensure clients have the plan, skill sets, education and financial means to be successful and self-sufficient. Since its inception in 2009, 5Cities Homeless Coalition has developed strength as a community leader by working closely with other community agencies and organizations, and has become the "go to" agency for housing and supportive services. We are working to build an engaged community that understands the complexities of homelessness and actively shares the responsibility of creating and implementing solutions to reduce it. 5CHC operates services throughout San Luis Obispo County, with a special focus in South County, connecting our clients to a comprehensive continuum of homelessness prevention, street outreach, employment preparation and placement assistance, individualized case management, supportive services, and housing solutions.

Position Summary

Reporting directly to the Program Manager, the Case Manager's primary focus is to work in coordination with partner agencies to address a broad array of client needs through referral to providers of necessary services, and in providing housing assistance. The Case Manager may perform duties that include outreach, prevention and risk reduction, crisis intervention, health education, referral for substance abuse and mental health counseling, and benefits counseling. The Case Manager works with program staff to ensure program funds are used according to grant requirements, and maintains quality assurance of client files. Routine duties include interacting with school districts, police, government agencies, faith-based organizations, local businesses and nonprofit agencies to provide client services.

Responsibilities

The following reflects management's definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time due to reasonable accommodation or other reasons.

Program Implementation

- Assist clients with obtaining resources, developing case plans, and completing benefit applications and supportive and subsidized housing paperwork
- Advocate for clients
- Assist clients by managing use of services and expediting service delivery through linkage activities

Case Management

- Assess client readiness for case management services based on needs and ability and willingness to participate in program
- Create case plans for clients with short, medium, and long-term goals and the steps to achieve those goals
- Assist clients in developing savings and budget plans
- Assist clients with the development of benefit enrollment applications
- Prepare case-related reports including outcomes, successes and challenges
- Assist in the development of basic standards for case management that are flexible and adaptable
- Establish and maintain collaborative working relationships with community resources

- Provide relevant referrals to agencies and service providers based upon the goals and objectives mutually agreed upon with clients.
- Advocate for clients with agencies and service providers to minimize barriers to clients receiving needed services, and follows up with referrals to ensure that clients receive and access necessary services in a timely manner
- At the request of the Executive Director, generate reports for meetings of the board of directors

Outreach and Relationship Management

- Work with Program Manager on outreach to realtors, landlords, home owners and other housing providers to identify new and existing housing opportunities and build a strong inventory of available housing options for clients
- Network with other agencies, coalitions, law enforcement, local business, education, and local community groups
- Actively participate in staff meetings and trainings

Minimum Qualifications

- Possess a minimum of an Associate Degree in a related field
- Experience in non-profit management, case management and/or program development
- Previous experience with social services and/or homeless programs
- Ability to use computers, with proficiency in Microsoft Office software, particularly Excel.
- Be a highly motivated self-starter, with proven ability to develop creative solutions
- Project a professional demeanor and possess excellent written and oral communication skills, interpersonal skills, and ability to work both individually and as part of a team
- Maintain regular attendance
- Able to multi-task and remain calm in demanding and unpredictable situations
- Able to maintain a professional, customer service-oriented attitude at all times
- Ability to meet face-to-face with homeless individuals of diverse backgrounds and disabilities, including physical, mental, substance abuse, HIV/AIDS, etc.
- Able to develop rapport, provide information, and refer with sensitivity to cultural issues
- Display a high level of initiative, effort and commitment towards completing assignments efficiently
- Possess excellent time management skills and the ability to work with minimum supervision
- Bilingual Spanish a plus

Other Requirements

- Successful completion of background screening
- Reliable transportation, a valid California driver's license and proof of auto insurance, and must be able to qualify for employer insurance coverage
- Current tuberculosis test
- CPR/First Aid Certification

Essential Functions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions. In the course of performing the job, this position typically spends time sitting, standing, climbing stairs, walking, driving, carrying (20lbs), lifting (20lbs), operating a computer keyboard, and making and receiving telephone calls.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee may be in contact with individuals and families in crisis who may be ill, using alcohol and drugs, and who may not be attentive to basic personal hygiene, health and safety practices. The employee may experience a number of unpleasant sensory

demands associated with the client's use of alcohol and drugs, and lack of personal hygiene. The employee must be ready to respond quickly and effectively to many types of situations, including crisis situations and potentially hostile situations. The noise level in the work environment is usually moderate in an office setting. Sometimes work may become stressful when working under pressure.

5Cities Homeless Coalition is an Affirmative Action/Equal Opportunity Employer and does not unlawfully discriminate on the basis of race, color, religion, creed, national origin, sex, marital status, age, the presence of any disability except where such is a bona fide occupational qualification, or any other protected status covered by federal and state law. This vacancy announcement does not constitute an employment agreement between the employer and employee, and is subject to change as the needs of the employer and requirements of the job change.