

Job Description

POSITION: Case Manager
PROGRAM/LOCATION: Boccardo Reception Center, San Jose
SUPERVISOR: Shelter Manager

PROGRAM SUMMARY:

The primary intent of the Emergency Shelter at the Boccardo Reception Center is to provide both safe shelter for homeless persons and a gateway to a comprehensive array of support that will help clients increase and maintain housing stability and self-sufficiency. The Emergency Shelter is augmented by the Streets Team Program, which is designed for homeless individuals capable of and willing to look for work. Participants qualify for a reserved bed for 6 months and are expected to actively seek employment and gain work experience by participating in our on-site work program.

There are two temporary positions available, with an anticipated end date of June 30, 2012.

DUTIES/RESPONSIBILITIES:

Direct Client Contact/Case Management (60%)

- Provide effective case management to assigned clients, including the following functions:
 - Assess the client's status and needs
 - Plan (by developing a case management plan) in order to maximize responses, quality, and cost-effective outcomes
 - Facilitate communication and coordination between care/service/support providers
 - Educate the client about service options, available resources, and case management
 - Empower the client to problem solve in order to achieve outcomes
 - Transition the client safely to the next appropriate level of care
 - Promote client self-advocacy and self-determination
 - Advocate for the client's and EHC LifeBuilders' needs and best interests in order to achieve positive outcomes
- Provide case management in the client's home or other non-office locations as appropriate
- Assists participants in the completion of scheduled duties as required by the program
- Works with Property Management to ensure the timely collection of any program fees or on leasing issues and rent collection
- Works with individual landlords to address client tenancy issues/problems
- Ensure that program is running at a minimum of 95% of capacity/occupancy
- Accountable to achieving the program's desired outcomes with the program team
- Fulfill the specific requirements of the program (e.g., processing financial assistance payments, proactive job search assistance, etc.)

Service Documentation and Evaluation (30%)

- Maintains thorough, accurate records of case management activities with every program participant, as required by grant contracts
- Maintain HMIS database by entering client data
- Communicates regularly with other staff via email, incident reports and briefings
- Effectively utilize case conferencing and supervision to support case management work

General (10%)

- Assists with office-related tasks as needed
- Attends all job-related meetings, including program staff meetings and agency-wide meetings
- Participate in opportunities for learning and skill maintenance/development, including internal and external training and workshops
- Assists with other duties assigned

QUALIFICATIONS:

Education and Experience

- Masters degree in social work or a related human services field, or Bachelors degree in social work or a related human services field and 3 years of case management experience
- Prior case management experience in a clinical setting

Skills, Abilities, and Knowledge

- Ability to quickly build trust and rapport in interpersonal relationships
- Strong written and oral communication skills
- Exceptional listening, critical thinking, and problem solving skills
- Strong facilitation and mediation skills
- Ability to develop and maintain relationships with community partners and outside agencies
- Ability to manage multiple projects concurrently and be flexible with priorities
- Demonstrated ability to develop and maintain priorities and meet established deadlines
- Exceptional organizational skills
- High level of flexibility and ability to prioritize appropriately
- Ability to work with people of diverse socio-economic and cultural backgrounds
- Understanding of and sensitivity to the needs of the homeless
- Understanding of and strong adherence to social work ethics

Characteristics

- Desire to continually develop skills and increase knowledge through lifelong traditional and experiential learning
- Strong sense of accountability
- Values being part of a coordinated team
- Demonstrates that the work is client-centered
- Exhibits leadership qualities (e.g., modeling desired behaviors, empowering others to act, appropriately challenging process barriers, celebrating accomplishments, etc.)
- High level of professionalism with internal and external audiences
- High level of cultural awareness, responsiveness, and competency
- Preference for field work over office-based work
- Enjoy providing hands-on instruction in basic living and financial skills

Other

- Valid CA Driver's License
- Reliable personal vehicle
- Ability to lift up to 30 lbs on occasion
- Ability to visit clients in their homes, while may require walking up stairs