



JOB DESCRIPTION

CASE MANAGER II

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| Position Title: | Homeless Prevention Case Manager II |
| Program/Dept: | First Avenues: Housing Solutions for Families |
| Reports to: | Associate Program Director |
| Classification: | Regular, Full-Time, Non- Exempt |
| Compensation: | \$17/hour + Full Benefits package |

The mission of Hamilton Family Center is to break the cycle of homelessness and poverty. Through a Housing First approach, we provide a continuum of housing solutions and comprehensive services that promote self-sufficiency for families and individuals, and foster the potential of children and youth.

Hamilton Family Center services include HFREC; the largest emergency shelter and THP the largest transitional housing program for families in San Francisco; the Dudley Apartments, a permanent supportive housing site for families and individuals; First Avenues, our innovative rapid re-housing and homeless prevention program; Project Potential, our services for children and youth; and Myhousing.org, our affordable housing, homeless prevention and community banking website.

First Avenues assists families and individuals in securing permanent housing including: housing search assistance, move-in and rental assistance funds, eviction prevention support, home-based case management and generating printed and online resources.

Primary Duties and Responsibilities (other duties may be assigned):

- Assess families and individuals for strengths and barriers, including employment, behavioral health, criminal history and substance use and refer households to appropriate levels of housing and rental assistance.
- Maintain precise and accurate documentation of case management services, including client hard copy files and databases.
- Assist families and individuals with establishing and meeting housing goals and identifying appropriate steps towards achieving goals, including modifying goals as needed, and evaluation of progress.
- Coordinate with a variety of outside service providers, including members of the Family Eviction Prevention Collaborative, shelter and transitional housing staff, and Unified School District in order to meet client needs and avoid duplication of services.
- Provide home visits, in-office meetings, housing/tenant counseling, housing workshops and community resource referrals for clients.
- Carry a caseload of families & individuals, which may include home-based case management.
- Set and observe appropriate boundaries with clients; observe client confidentiality and HIPPA protocols.
- Cultivate relationships with landlords and property management companies serving low-income families.
- Represent and promote First Avenues network of housing, rental assistance and eviction prevention services throughout the community.
- Educate clients about budgeting and financial management practices, including support with taxes and local/federal Earned Income Tax Credit, banking and credit repair.
- Ensure resources are used by eligible households who are homeless or at risk of homelessness
- Assist in the development of a Quarterly Newsletter, and MyHousing.org: a website for at-risk families in the Bay Area. Aid in the development of resource materials specific to neighborhoods/ cities/ counties that the families reside, including some web content updating.
- Participate in the planning and coordination of annual events for families, including a Holiday Party and Back to School Picnic.
- Create and distribute promotional materials outlining the program's services and activities

- Participate in various programmatic meetings including case conference meetings and housing plan meeting in collaboration with other service providers.
- Support First Avenues team in their overall mission in assisting families and individuals to obtain and retain housing.
- Maintain and promote the cooperative, harmonious, teamwork environment of Hamilton Family Center
- Maintain and promote an atmosphere of dignity and respect in line with the philosophy and policies of Hamilton Family Center
- Work occasional evenings and weekends as needed for First Avenues activities.
- Collaborate effectively with other service providers to provide high quality services to households impacted by domestic violence, youth in transition, HIV/AIDS, Mental Illness, and Substance Abuse
- Other duties as assigned.

Qualifications, Skills & Abilities:

- Bachelor's degree in relevant field or 5 years of case management or closely related experience.
- Experience conducting outreach and presentations.
- Experience working with extremely low income families, youth, survivors of domestic violence, populations impacted by substance abuse, mental illness, and HIV/AIDS and other diverse communities.
- Experience documenting client services in paper files and online databases.
- Familiarity with and commitment to the First Avenues Program values of housing-first, client-centered care, harm reduction, and confidentiality.
- Knowledge of community resources for very low income families in the Bay Area.
- Excellent organizational skills and an ability to self-motivate.
- Excellent written and verbal communication skills.
- Computer literate – experience with MS Word, MS Excel, MS Outlook, and using internet
- Ability to work under pressure, address multiple priorities and meet deadlines with a positive attitude and problem-solving approach.
- Experience with Salesforce.com databases a plus.
- Knowledge and experience with housing laws and available resources a plus.
- Valid CADL and DMV report; Able and willing to travel locally as needed required.
- Position subject to Criminal Background Check and Live Scan Fingerprinting through the California Department of Justice (post-offer).
- Position requires routine TB (Tuberculosis) testing and documentation (post-offer).

Application Procedure:

Please identify position code "**HPCMI-FA**" in order to be considered for this position. Also, in order to be considered a formal applicant you must send 1) your resume and 2) a letter of interest to:

- Email: **jobs@hamiltonfamilycenter.org** – identify the position code in the header of your email
- FAX: 415-358-5761.
- **No phone calls please.**

Due to volume of resumes received, only applications submitted via email will receive an acknowledgement indicating receipt.

***Hamilton Family Center is an Equal Opportunity Employer
This position is represented by OPEIU, Union Local 3***