



JOB DESCRIPTION

CASE MANAGER II

Position Title:	Housing Advocacy Case Manager II– Bilingual
Program/Dept:	Hamilton Family Residences and Emergency Center
Reports to:	Associate Program Director
Classification:	Case Manager II, Regular, Full-Time, Exempt
Compensation:	\$17/hr+0.50/hr Bilingual Premium+Full Benefits

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.

Hamilton Family Residences & Emergency Center accommodates 55 families or about 150 people per night. The program provides three distinct levels of service; an emergency center where families can access shelter for one night, a sixty day emergency/crisis center and a 3-6 month temporary shelter. Families receive comprehensive support services which include: case management with referrals and linkages to ancillary services and benefits, a children's department, three meals a day, employment and life skills training, access to basic health services, and innovative and direct assistance in securing permanent housing.

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

- Provide approximately fifteen to eighteen homeless families with agency-based case management services, including but not limited to: assessment, development and implementation of service plans, referrals to community based agencies, and crisis intervention.
- Assess families and individuals for strengths and barriers, including employment, behavioral health, criminal history and substance use history using the Housing Assessment Matrix (HAM) and refer households to appropriate levels of housing and rental assistance.
- Meet with families once each week at minimum and follow-up with families as needed. Attempt to create interest for all families in case management services, specifically housing-specific services.
- Collaborate with the Case Management Department and the APD to provide the highest level of services to all families.
- 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 HFC's First Avenues program, transitional housing staff, and Unified School District in order to meet client needs and avoid duplication of services.
- 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 with HF Emergency Center clients.
- Educate clients about budgeting and financial management practices, as it relates to housing.
- Create and distribute promotional materials outlining the program's services and activities, with an emphasis around rapid-rehousing options.
- Maintain appropriate documentation of case management services; maintain thorough and accurate records, files, correspondence and statistics in both written form and via data entry in a computer database.
- Participate in family intake and orientation to the program.
- Facilitate weekly or bi-weekly Community Meetings for Emergency Center clients.
- Review and present progress of select families in weekly case conferences.
- Set and observe appropriate boundaries with clients; observe client confidentiality and HIPAA protocols.
- Interface with other program staff to assure communication, consistency and teamwork among staff.
- Collect and submit reports and information documenting services provided to clients and data related to program service and outcome objectives.
- Maintain and promote the cooperative, harmonious, teamwork environment HFC strives to foster in the workplace; maintain and promote an atmosphere of dignity and respect in line with the philosophy and policies of Hamilton Family Center.

- Attend all regularly scheduled meetings including daily shift change reports, weekly Case Management and Case Review meetings, weekly supervision with APD, and housing/exit planning meetings in collaboration with other service providers.
- Support and create active participation by the clients in program services through extensive outreach and engagement.
- Other duties as assigned.
- Work hours will include evenings and some weekends.

Minimum Qualifications, Skills & Abilities:

- Bilingual English/Spanish as demonstrated through agency proficiency exam.
- Bachelors degree in Social work, Psychology or related field from an accredited college or university; or a minimum of 5 years of experience performing case management duties in a health or human services field.
- One year of professional experience working in a residential facility providing support services.
- Demonstrated knowledge of issues facing program participants (e.g. substance use, mental health, domestic violence, resources for undocumented individuals, workplace reintegration, etc.).
- Excellent written and verbal communication skills; computer literate – ability to operate Windows-compatible computers including regular entries into a web-based client database and demonstrated ability to use MS programs such as Word, Excel, Outlook, PowerPoint. Ability to train and coach others in these skill areas.
- Must be able to perform extensive charting, data entry and documentation.
- Essential functions of the position may require use of a telephone, work at a standard computer terminal and the ability to follow reasonable ergonomic recommendations, sit for long periods, stand, reach, bend, lift and carry up to 40 pounds.
- Work hours will include evenings and some weekends.
- 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).
- Possess or be able to obtain CPR and First Aid certification.
- Able and willing to travel locally as needed.

Preferred Qualifications, Skills & Abilities:

- Two years experience working with homeless families.
- Previous work experience in a crisis setting and ability to respond appropriately to emergencies including contacting appropriate staff and/or contacting and interacting with police, fire, and medical personnel as needed.
- Experience working with mental health related issues, substance abuse, domestic violence, HIV/AIDS related issues, Child Protective Service agencies, HIPAA and crisis intervention techniques; Demonstrated understanding of social and interpersonal dynamics of homelessness; Able and willing to work with diverse staff and client populations.
- Valid CADL and clean DMV record strongly preferred;

Application Procedure:

Please identify position code "**HACMI**" 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***