

# FAMILIES FORWARD

DIGNITY • EMPOWERMENT • HOPE

**Job Title: Case Manager**

**Reports to: Housing Program Manager**

**Education Requirement: Bachelor's Degree**

**Experience Required: Minimum 1 year of human/social services program delivery**

**Prefer: Bilingual English & Spanish**

**Position is Exempt, Full Time**

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## **Job Summary:**

Under the supervision of the Housing Program Manager, the Case Manager is responsible for the screening, advocacy, and case management of Families Forward housing clients. The Case Manager is also responsible for data entry and data management related to their housing clients and other program participants, as determined by the Housing Program Manager.

## **Essential Job Duties:**

### **Screening of Clients: (20% of time spent)**

- Collaborate with Housing Resource Specialist after client match to complete enrollment process with clients- including packet review and tenant screening.
- Coordinate and/or provide: life skills counseling, support services, and referrals to community resources.
- In consultation with the Housing Specialist, identify appropriate housing for clients.
- In consultation with the Career staff, determine the types of career services that will best assist the clients with obtaining/retaining/ improving employment.

### **Case Management Duties: (70% of time spent)**

- Inform and update HIC on any matched clients on weekly basis to CE.
- Maintain a case load of both active and pending clients.
- Assess families' challenges, strengths, and areas where they may need assistance.
- Develop an individualized service plan with monthly goal sheets for each client-family.
- Meet with client-family monthly, or more if needed, to help them achieve their goals.
- Coordinate resources and referrals with assistance from Housing Program Manager and Resource Coordinator.
- Keep and maintain appropriate records and complete all relevant agency/program forms, doing so in a confidential and professional manner.
- Be responsible for timely entry of case notes, services and client information into Client Track, HMIS and other required data base systems.
- Monitor all client expenses; seek approval for expenses from the Housing Program Manager.

### **Additional Duties: (10% of time spent)**

- Assist with the coordination of outreach efforts regarding housing to reach potential clients, apartment communities, and participate in other outreach efforts as needed under the supervision of the Housing Program Manager.
- Report success stories, progress, statistics to the Board as requested by the Housing Program Manager.
- Fill in as needed with phones, food pantry, holidays, or other agency events.
- Attend all staff, case management, and Board meetings as requested.

## **Additional Qualifications:**

- Maintain valid California Driver's License and State Mandated Auto Insurance
- Bilingual - English & Spanish preferred

## **Salary Requirements:**

- Range:
- Phone or monthly phone stipend

**Note:** This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Management reserves the right to assign or reassign duties and responsibilities to this job at any time.

<b>Key Skills:</b>	<b>Comprehensive</b> Expert with total knowledge; guides others	<b>Advanced</b> Fully trained; req. occasional assistance	<b>Moderate</b> General knowledge but not totally proficient	<b>Basic</b> Trainee with general understanding
<b>Technical/Functional Expertise:</b> Training skills			<b>Required</b>	
<b>Computer Software:</b> Microsoft Office			<b>Required</b>	
<b>Interpersonal/Communication:</b> Strong verbal & written skills			<b>Required</b>	
<b>Language (non-English):</b> Speak & understand Spanish	<b>Required</b>			

**Work Environment/Requirements: (time required in terms of an 8 hour workday)**

Time each day (**O**ccasionally = 0.5 to 2.0 hours; **F**requently = 2.5 to 4.0 hours; **C**ontinuously = 4.5 or more hours)

<b>Basic Duties</b>	<b>O</b>	<b>F</b>	<b>C</b>
Drive car	<b>O</b>		
Operate forklift			
Ride in car	<b>O</b>		
Travel	<b>O</b>		
Use telephone			<b>C</b>
Type or use PC equipment			<b>C</b>
Sit at desk			<b>C</b>
<b>Noise Level</b>			
Very quiet (forest trail; isolation booth, etc.)			
Quiet (library; private office, etc.)			<b>C</b>
Moderate Noise (open office)		<b>F</b>	
Loud Noise (warehouse, fork trucks, etc.)			
Very Loud Noise (heavy equipment, etc.)			
<b>Work Environment</b>			
Wet, humid conditions (non-weather)			
Work in high, precarious places			
Fumes or airborne particles			
Toxic or caustic chemicals			
Outdoor weather conditions			
Extreme cold (non-weather)			
Extreme heat (non-weather)			
Risk of electrical shock			
Risk of radiation			
Vibration			
<b>Other:</b>			

<b>Basic Functions</b>	<b>O</b>	<b>F</b>	<b>C</b>
Kneel/bend/crouch/crawl/squat	<b>O</b>		
Talk			<b>C</b>
Hear			<b>C</b>
Climb or balance			
Reach with hands or arms	<b>O</b>		
Reach above shoulder level	<b>O</b>		
Stand or walk	<b>O</b>		
Use hands to finger/handle/feel			
Push/pull			
<b>Special Vision Requirement</b>			
Close vision (clear at 20 inches or less)			<b>C</b>
Distance vision (clear at 20 inches or more)			<b>C</b>
Color vision (identify & distinguish colors)			
Peripheral vision (Observe up/down/left right)			
Depth perception (3 D; judge distance)			
Ability to adjust focus			<b>C</b>
<b>Lifting/Carrying</b>			
Up to 25 lbs.	<b>O</b>		
Up to 50 lbs.			
Up to 100 lbs.			
More than 100 lbs.			
<b>Working Hours</b>			
Physical presence during work hours		<b>F</b>	
Weekends	<b>O</b>		
Overtime	<b>O</b>		

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Manager's Approval

\_\_\_\_\_  
Date

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Human Resource's Approval

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee's Approval

\_\_\_\_\_  
Date