

# FAMILIES FORWARD

**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 Non-Exempt, Full Time (38 hours/week)**

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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: (30% 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 Resource 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: (60% of time spent)**

- Inform and update Housing Program Manager on any matched clients on a weekly basis to report back to CES.
- 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.
- 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 the Homeless Management Information System (HMIS), and other required database 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

**Pay Rate:** \$25-28 per hour, depending on experience

Please send resume to Marissa Hall at [mhall@families-forward.org](mailto:mhall@families-forward.org)