

FAMILIES FORWARD

Job Title: Case Manager II

Reports to: Housing Program Manager

Education Requirement: Bachelor's Degree

Experience Required: 2+ years of case management or other directly related experience

Prefer: Bilingual English & Spanish

Position is: Non-Exempt, Full Time (38 hours per week)

Salary Range: \$27.00-\$29.00 per hour, depending on experience

Distinguishing Characteristics: This is an experienced level Case Management Position. Applicants are expected to possess considerable knowledge and experience regarding the provision of case management services, Housing First model, and Trauma Informed Care. The Case Manager II has experience working with complex high priority cases that need expedited response and follow through.

Job Summary: Under the supervision of the Housing Program Manager, the Case Manager II (CM II) is responsible for overseeing programming, screening, advocacy, resource navigation, and preparing families experiencing homelessness for permanent housing opportunities. The CM II is responsible for assisting families achieve their goals and encouraging economic mobility through internal and external supportive service linkages. The CM II 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)

- Complete enrollment process with matched and referred clients- including packet review and tenant screening.
- In consultation with the Housing Partner 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 and income.
- May receive high priority referrals and cases that require expedited response and follow through.

Case Management Duties: (60% of time spent)

- The CM II is assigned more complex cases with less supervision and direction.
- Provide clients with tenant screenings, financial literacy, and tools for successful housing placement. Apply knowledge of residential lease contracts to educate clients of their rights and responsibilities.
- Assess housing barriers of individuals and families experiencing homelessness to determine housing and service needs.
- Assist in development of and encourage adherence to a personal budget through pro-active housing and basic financial literacy; provide education to assist clients in establishing payments plans for bills and past debts and to assist clients in obtaining and maintaining their housing.
- 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 housed and in housing search 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.
- Conduct monthly home visits, or more if needed, to help families achieve their goals, ensure stability, cleanliness, monitor lease violations, and provide preventative maintenance.

- Coordinate resources and referrals with assistance from the Community Resources Coordinator and the 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 program 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

Benefits:

Families Forward is committed to offering competitive compensation, full benefits, and professional development opportunities for our employees. Our benefits package includes medical, dental, and vision; flexible spending account; life insurance; 403B retirement plan; generous time off including paid holidays, vacation, sick time; phone or phone stipend; and a variety of other benefits to support our employees.

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.

Please send resume to Marissa Hall, Director of Operations, at mhall@families-forward.org. No phone calls please.