

FAMILIES FORWARD

Job Title: Case Manager I

Reports to: Housing Program Manager

Education Requirement: Bachelor's Degree

Experience Required: Entry level experience in case management or other directly related fields

Prefer: Bilingual English & Spanish

Position is: Non-Exempt, Full Time (38 hours/week equivalent), Monday through Thursday, subject to change with advance notice – Contract to end 6/30/2027

Pay Range: \$27-29 per hour, based on experience

Distinguishing Characteristics: This is the entry-level position in the Case Manager series. Applicants are expected to possess knowledge regarding the provision of case management services. Applicants are expected to acquire additional knowledge of case management services, Housing First Model, Trauma informed Care methodologies as additional experience is gained.

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

Case Management Duties: (60% of time spent)

- 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 proactive housing and basic financial literacy; provide education to assist clients in establishing payments plans for bills and past debts and 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 and case management meetings as requested.

Additional Qualifications:

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

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 Jennifer Press at jpress@families-forward.org. No phone calls, please.