

JOB ANNOUNCEMENT

Job Title: Case Manager

Programs: Housing First and Early Intervention Programs

Reports to: Director, Housing First and Early Intervention Programs

FLSA Status: Non-Exempt

SUMMARY

The “Housing First” Program serves homeless families who are participating in existing continuum of care programs throughout Los Angeles County. Families are referred to the “Housing First” Program for housing relocation and stabilization services by a large network of referring agencies. The “Housing First” approach moves homeless families into permanent rental housing as quickly as possible, with the services traditionally provided in transitional housing instead provided after relocation into permanent housing.

The “Early Intervention” Program is designed to provide homelessness prevention assistance through case management and employment development services to households in South Los Angeles that are currently housed, but might be at risk of homelessness due to the effects of the economic recession.

The Case Manager will provide support and case management services to participants enrolled in either of these programs.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following.

1. Conduct intake, needs assessments for program participants and develop clearly written individualized service plans.
2. Provide case management services which include but are not limited to the following activities: providing appropriate resources, tools, and counseling to assist participants in achieving their case plan goals; making referrals for services and following up to ensure that the referrals were completed; and tracking and documenting participant progress.
3. Work collaboratively with Beyond Shelter’s housing relocation specialist to assist participants as needed while they prepare to move into permanent housing. Such assistance may include accessing move-in assistance, coordinating donated furnishings and other basic household items.
4. Work collaboratively with Beyond Shelter’s employment and training department to assist participants in accessing employment and training opportunities.

5. Deliver home-based case management services to participants once they move into permanent housing.
6. Document and maintain up-to-date information on services provided to clients in the Homeless Management Information System (HMIS).
7. Serve as principal liaison between participant and social service agencies or institutions in order to assist participants in solving potential issues.
8. Connect participants to community resources such as teen services, alcohol and drug prevention and treatment programs, after-school programs, health care and nutrition services etc.
9. Participate in weekly case management meetings and attend staff trainings as required.
10. Maintain electronic and hard copy case records.
11. Prepare and submit case and program reports as needed.
12. Perform other duties as assigned.

QUALIFICATIONS:

1. Bachelor's degree (B.A.) in social work or related field.
2. A minimum of two years experience working in the field of homelessness.
3. Effective verbal and written communication skills.
4. Effective time management and communication skills.
5. Proficient use of computers, Microsoft Office and any other database software(s) used to track service delivery.
6. Strong ability to effectively resolve and cope with immediate conflict and/or crisis situations.
7. Ability to develop relationships with a wide variety of services stakeholders such as schools, health, and welfare agencies.
8. Knowledge of community resources available in various neighborhoods.
9. A valid CA driver's license, and clean driving record.
10. Fluency in Spanish strongly preferred.

Please send resume and cover letter to:
hr@beyondshelter.org