

Pathways of Hope

Job Title: Shelter Case Manager

Reports to: Housing Program Manager

Education requirement: Bachelor's Degree

Experience Required: Minimum 1 year of full-time related work experience

Position is: Full-Time Hourly, Non-Exempt

The Opportunity:

Through multiple housing models (Emergency Shelter, Rapid Re-Housing, Permanent Supportive Housing, Bridge/Transitional Housing, Prevention) the Pathways of Hope Case Manager team assists homeless families and individuals reduce housing barriers, work toward greater economic opportunity and independence, and strengthen community social service linkages necessary for the client(s) to end their homelessness and obtain safe, sustainable, permanent housing.

This position works exclusively on our Emergency Shelter programming and requires a flexible work schedule including some weekend, morning and evening shifts, as well as reliable transportation to attend community appointments. This position is stationed 90% on-site at our Anaheim shelter and 10% at our Fullerton business office.

The Agency:

Since 1976, Pathways of Hope (formerly Fullerton Interfaith Emergency Service) has been working to end the dual plights of hunger and homelessness in North Orange County. We have multiple housing sites and programming models that intersect at working to end homelessness and hunger across the greater Northern Orange County area. Our team is dynamic, forward-thinking, and works closely with stakeholders and partners in the community to achieve our mission and vision.

The Candidate:

All Pathways of Hope employees must embrace a culture of teamwork, collective success and support in assisting the agency in achieving its mission and vision. The ideal candidate will possess strong work ethic, a track record of successful problem solving, the ability to work independently, and an understanding of homelessness in Orange County. The ideal candidate understands that Case Management and Service Navigation are collaborative efforts with residents.

Salary Range and Benefits:

The salary range for this position is \$17.50-\$21.00 DOE. Benefits available include Health and Dental Insurance, vacation, sick time, and retirement plan options. As part of its cultural values, Pathways of Hope respects and values work/life balance.

Essential Duties and Responsibilities:

1. Works with and accepts intake referrals from Program Support Specialist
2. Completes all necessary intake paperwork and provides orientation.
 - a. Includes Housing Plan with outlined goals and objectives to reduce housing barriers and locate permanent housing as quickly as possible within 30 days of resident-entry
 - b. Develop an individual case management plan, including financial planning and housing goals with recipient families
3. Inputs client data in Client Management Information System (HMIS) and other sites accurately and in a timely manner
4. Create schedules and meet weekly with recipient families, tracking progress toward goals in detailed case files with charts, progress notes, and outcome evaluation
5. Makes appropriate referrals to the participants' needs/provide information and referrals for ancillary services

6. Maintain case load as assigned
7. Assist residents with employment and housing related issues
8. Ensures documents submitted on behalf of the client are valid and submitted on a timely basis
9. Ensures resident compliance of program policies
10. Keeps detailed records with information about clients, rules and emergency contacts
11. Follow up with clients and offer ongoing support for a minimum of one year
12. Develops strategies and corresponding milestones toward achieving objectives
13. Implement a harm reduction plan to overcome barriers to obtain and retain housing
14. Develops and maintains a list of potential housing opportunities for clients
15. Develops a case appropriate financial assistance schedule ensuring the accomplishment of established outcomes and honoring the housing first model the program is based upon.
16. Prepares monthly reports
17. Provides housing inspections/prepares rooms for residents
18. Works with community resource groups and individuals relating to client needs
19. Attends monthly Case Manager Support Group and other meetings as necessary
20. Assists in communication and coordination of residents and related volunteers
21. Performs other duties as assigned

Contacts and Relationships:

Position reports to the Housing Program Manager

Qualification Guidelines:

Knowledge of:

- Various counseling methods and conflict resolution techniques
- Trauma-Informed Methods
- Housing Program Models and best practices
- Proficiency in Microsoft Word, Excel, Access and Outlook
- Database Management, specifically HMIS

Skills and Abilities:

- Establish and maintain effective working relationships with co-workers, Board members, volunteers, residents and vendors
- Respond to a crisis with the ability to deescalate situation
- Ability to work and problem solve independently
- Solve problems by making decisions that promote team unity and client stability and edification
- Plan, organize and prioritize duties
- Maintain confidentiality regarding client information
- Work with people from diverse economic and socio-cultural backgrounds
- Represent the program and agency in a positive manner within the community
- Communicate effectively over the telephone and clearly communicate information and instructions verbally and in written form

Education:

A minimum of a bachelor's degree is preferred in Human Services, Social Work, Psychology or a similar major

Experience:

Minimum 1-year experience working in Human Services

Experience in working with the homeless preferred

Collaborative work with multiple partners

Special Requirements Include:

Knowledge / Skills / Abilities / Experience / Certifications / Education which may be Preferred or Mandatory Include:

- Knowledge of the Orange County area helpful
- Bilingual English/Spanish mandatory

Physical Tasks and Working Conditions Include the Following:

- Ability to lift up to 30 lbs.
- May be required to work nights and/or weekends occasionally

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.

To apply, send cover letter and resume to: Sarah McClellan at smcclellan@pohoc.org