

Pathways of Hope

Job Title: Case Manager

Reports to: Housing Program Manager

Education requirement: Bachelor's Degree Human Services, Social Work, Psychology or a similar major

Language: Bilingual English/Spanish required

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

Position is: Non-Exempt, Hourly, Full Time, 40 hours a week

The Opportunity:

Through multiple housing models (Emergency Shelter, Rapid Re-Housing, Permanent Supportive Housing, Prevention and Diversion) 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 one of our two emergency shelters and 10% at our business office.

The Agency:

Since 1976, Pathways of Hope (formerly Fullerton Interfaith Emergency Service) has been working to end the dual plights of homelessness and hunger in North Orange County. We have multiple housing sites and programming models that intersect at working to end homelessness and hunger across the greater North 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 a 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 Services 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 and appointments from Program and Grants Support Specialist
2. Completes all necessary intake paperwork (internal and HMIS), collects all clients identifying documentation and provides an initial program orientation
 - a. Gives overview of emergency shelter program expectations with clients and provides a copy of the client handbook for client records

- b. Provides overview of case management services, including a review of the Housing Stabilization Plan with outlined goals and objectives to reduce housing barriers and locate permanent housing as quickly as possible within 30 days of client enrollment, an overview of case management meeting expectations and an overview of supportive services that are offered during their program stay
3. Develops an individual case management plan, including financial planning and housing goals collaboratively with each client
4. Inputs client data in the Homeless Management Information System (HMIS) and other data management systems accurately and in a timely manner, within 72 hours of a service provided
5. Maintains a minimum of 10 cases at a time, as assigned
6. Using the progressive engagement approach, works with client to track progress toward goals in detailed case files with charts, progress notes, and outcome evaluation. A minimum once a week meeting with the clients is expected
7. Conducts needs assessment, makes appropriate community referrals and provides support to connect to ancillary services
8. Helps client with all housing needs including searching housing leads, providing landlords insight on services/programs and landlord mediation
9. Assist clients with employment, transportation, childcare and counseling related needs or concerns by connecting them to appropriate community resources and referrals
10. Ensures client compliance of program policies and expectations and provides warnings in verbal and written form, as necessary
11. Keeps detailed case files including information about clients, program expectations and client progress notes and documentation
12. Conducts unit inspections once a week and completes the unit inspection checklist/prepares units for client move-ins/move-outs as necessary
13. Develops and maintains a list of potential housing opportunities for clients with support from other staff
14. Collaborates and communicates with other service providers, community partners, resident manager and other agency staff and landlords/property managers as it relates to individual work or client needs
15. Helps with conducting a yearly follow-up with former clients to gain feedback and housing status
16. Completes internal reports as assigned in a timely manner on a monthly basis
 - a. Completes specific grant-related reports/documentation on a monthly basis
 - b. Completes client success stories on a monthly basis
17. Ensures the confidentiality and safety of case files and client information
18. Maintains an understanding of Fair Housing Laws and keeps current on legal issues and regulations
19. Attends monthly Case Manager Brown Bag meetings and other community meetings/trainings as assigned
20. Assists in communication and coordination of volunteer groups on site as assigned
21. Completes client graduate follow-ups and tracks their updates monthly for a year
22. Performs other duties as assigned

Contacts and Relationships:

Position reports to the Housing Program Manager. Interacts with Facilities team, Case Managers, Service Navigators, other Program Managers as well as agency partners and community resources.

Qualification Guidelines:

Knowledge of:

- Proficiency in Microsoft Word, Excel, Access and Outlook
- Continuum of Care and Coordinated Entry System is preferred
- Bi-lingual English/Spanish is required
- HMIS (Homeless Management Information System)

- Dependability, responsibility, and the ability to communicate effectively and respectfully
- HUD definition of homelessness, Chronic homelessness, Prevention and Diversion
- Excellent customer service/public relations skills, including ability to work collaboratively with others.
- Housing Program Models and best practices
- Various counseling methods and conflict resolution techniques founded in strengths-based approach
- Trauma-Informed Methods
- Harm Reduction Strategies
- Housing-First/Housing Focused
- Motivational Interviewing
- Excellent written and oral communication skills.

Ability to:

- Manage multiple projects and deadlines
- Establish and maintain effective working relationships with co-workers, Board members, volunteers, clients and partners
- 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

Miscellaneous:

- Participation in networking functions, community meetings, and other meetings as assigned by supervisor
- Assist with program activities when necessary
- Attend staff meetings and trainings as needed/scheduled
- Enhance job performance by applying up-to-date professional knowledge gained by attending webinars, trainings, etc.
- Perform ad hoc projects as assigned by supervisor
- Physical Tasks and working conditions include ability to lift up to 30 lbs.
- Maintain valid California Driver License and State-mandated auto-insurance

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.

Pathways of Hope reserves the right to modify, supplement, rescind or revise all job descriptions to meet the overall needs of the organization.