

**Position:** Case Manager-Housing First

**Bilingual:** English and Spanish Required

**Classification:** Full Time, Non-Exempt

**Work Schedule:** 40-hours per week. Will require, on occasion, some evening, night, weekend and/or holidays.

**Worksite:** On-site at La Casa de las Madres' Drop in Center located at 1269 Howard Street, San Francisco, CA 94103. Adherence to COVID-19 Mandatory Vaccine Policy is required.

**Agency Overview:** La Casa de las Madres (La Casa) is a nonprofit provider of services for battered women and their children. Founded in 1976, La Casa is San Francisco's oldest domestic violence program, providing comprehensive supportive services through an Emergency Shelter, 2-24 hour hotlines, non-residential Community Programs, and Community Education and Outreach Programs serving women, teens and children survivors of domestic violence each year.

**Our Mission:** *La Casa de las Madres' mission is to respond to calls for help from domestic violence victims, of all ages, 24 hours a day, and 365 days a year. We give survivors the tools to transform their lives. We seek to prevent future violence by educating the community and by redefining public perceptions about domestic violence.*

**Position Summary:** Under the direct supervision of the Housing Stability Manager or designee, the Housing First Case Manager will provide support to victims and their children, consisting of emotional and logistical support needed to overcome the challenges of domestic/intimate partner violence, sexual assault and stalking. The Housing First Case Manager will address the potential co-occurrence of chronic homelessness, substance abuse, physical disabilities, and mental illness with an emphasis on providing intensive, trauma informed case management. The Housing First Case Manager will provide direct, domestic violence-specific support services to Housing First Participants' and serve as the liaison with Hamilton Families, La Casa's project partner.

**Essential Functions and Responsibilities:**

- Through effective case management provide comprehensive intakes, safety planning and assessments that will result in individual service plans;
- Receive referrals from La Casa's case managers for clients who present an immediate need for housing;
- Work collaboratively with victim advocates to insure a sensitive response to victims and their children who may be in crisis and/or seeking our support;
- Conduct a brief questionnaire or assessment designed to determine the need for Housing First Services
- Collaborate with on-site consultants/clinicians to provide comprehensive services to high risk clients;
- Empower survivors by coordinating linkages and working collaboratively with community-based organizations to ensure accessibility and greater options for clients and their families;
- Work in tandem with Hamilton Families to support clients and facilitate a monthly check-in meeting to review case load;
- Maintain client files for safekeeping, in compliance with grant and/or contract guidelines;
- Comply with program data collection and reporting in accordance with grant requirements;
- Participate in regularly scheduled staff, case management, supervision meetings; and
- Maintain a clean work space including but not limited to cleaning after yourself after all activities such as client interviews, usage of shelter facilities, kitchen(s), break rooms and restrooms.
- Other duties, site specific, as identified.

**Minimum Skills and Qualifications:**

- BA/BS in Behavioral Sciences and a minimum of two (2) years verifiable case management experience in relevant field.
- Or GED/High School diploma or 2 year degree with 3 to 5 years verifiable case management experience in relevant field.
- Significant experience in domestic violence, mental health, substance abuse, homelessness and physical illnesses.
- Strong working knowledge of community resources in San Francisco area.
- Knowledge of counseling techniques, peer counseling models, crisis intervention, and group facilitation.
- Understanding of confidentiality and privilege laws.
- Ability to handle multiple responsibilities, effective problem-solving and mediation skills, and commitment to team and community building.
- Ability to work independently and as part of a multi-site team.
- Strong written and verbal communication skills as well as computer literacy.
- **Bilingual: English and Spanish required** - direct experience working with culturally diverse populations.
- Must be reliable and consistent with attendance and punctuality to work.
- Must be able to fulfill physical requirements of the job (lifting, pulling, pushing, carrying, walking up and down stairs multiple times per day, etc.);
- Verifiable completion of state mandated 40 hour domestic violence counselor training or will complete the next scheduled agency 40 hour domestic violence counselor training;
- Clearance through DOJ Livescan fingerprinting required, La Casa de las Madres will consider applicants, including those with criminal histories, in a manner consistent with San Francisco's Fair Chance Ordinance; and
- Valid California Driver's License, clean driving record and insurable under agency policy.

**Required Competencies:** To perform the job successfully, an individual should demonstrate the following competencies in executing the essential functions of this position.

- Problem solving – identify and resolve problems in a timely manner by gathering and analyzing information skillfully.
- Interpersonal skills – maintain confidentiality, remain open to others' ideas and exhibit a willingness to try new approaches.
- Managing Up - Ability to exercise good judgment and manage communications with supervisor and/or agency leadership.
- Oral communications – speaks clearly and persuasively in positive or negative situations, demonstrates group presentation skills and ability to conduct meetings.
- Written communications – edits work for spelling and grammar, presents numerical data effectively and is able to read and interpret written information.
- Planning/organizing – prioritizes and plans work activities, uses time efficiently and develops realistic action plans.
- Quality control – demonstrates accuracy and thoroughness and monitors own work to ensure quality.
- Adaptability – adapts to changes in the work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events.
- Dependability – consistently at work and on time, follows instructions, responds to management direction and solicits feedback to improve performance.
- Safety and security – actively promotes and personally observes safety and security procedures, and uses equipment and materials properly.

**Compensation & Other Information:** up to \$31.26 per hour-DOE. The Case Manager position is full-time (40 hours per week), that will require, on occasion, working some evening, night, weekend, and/or holiday hours. Formerly battered women encouraged to apply.

**Benefits:** Option between two Kaiser health plans, vision, dental, life insurance, long-term disability, employee assistance program, tuition reimbursement, health savings account, employee funded 403(b) retirement plan with employer match option, 9/80 Alternate Work Schedule, 13 paid holidays, two additional paid days off for

employee's birthday and work anniversary, and generous vacation plan (1.0 FTE tiered: 2.4 weeks in the first year- up to 4.8 weeks at four years of service).

**To Apply:** Send your resume with a cover letter in PDF format to: [hr@lacasa.org](mailto:hr@lacasa.org), or mail your cover letter and resume to La Casa de las Madres - CM, 1269 Howard Street, San Francisco, CA 94103.

**La Casa de las Madres is an Equal Opportunity Employer:** We cultivate a culture of inclusion for all employees that respects their strengths, views, and experiences. We believe that our differences enable us to be a better team. EEO Policy is available upon request. Formerly battered women are encouraged to apply.