

Position: Case Manager – Permanent Supportive Housing

Classification: Non-exempt

Work schedule: Part-time (30 hours per week), Monday through Friday 1:00 PM to 7:30 PM, will require some day, evening, night, weekend, and or holiday hours.

Worksite: On-site at La Casa de las Madres' Permanent Supportive Housing partner site(s) in the Tenderloin area. Adherence to COVID-19 Mandatory Vaccine Policy is required.

Bilingual: English and Spanish preferred, not required.

Agency Overview: La Casa de las Madres (La Casa) is a nonprofit service provider for battered women and their children. Founded in 1976, La Casa is San Francisco's oldest domestic violence program, providing comprehensive support services through an Emergency Shelter, 2-24 hour hotlines, non-residential Community Programs, and Community Education and Outreach Programs serving over 19,000 women, teens, and children survivors of domestic violence each year.

Service Site Overview: The housing site is a Single Occupancy Residence (SRO) facility located in the Tenderloin area of San Francisco. In addition to housing with an unlimited length of stay, residents are provided with services that may include access to and referrals for health care; mental health, and substance abuse prevention and treatment; intimate partner/domestic violence, family support, vocational, educational, and employment services; counseling, case management; and other services to low income and formerly homeless individuals and families that may include an adult with one or more disabilities including mental illness, HIV/AIDS, substance abuse, chronic health conditions, or developmental disabilities.

Responsibilities: Under the supervision of La Casa's Housing Stability Manager or designee, the Case Manager will provide support to residents. The emphasis will be on providing intensive case management to qualified residents and developing on-site programs that educate and support all residents. The Case Manager will:

- plan, implement and evaluate intensive case management and counseling services;
- provide for comprehensive assessments that will result in individual service plans;
- promote community building amongst residents through the development of client-centered activities such as social gatherings and outings;
- develop and implement resident training or support programs including vocational, educational, money management, life skills training, healthy relationships, and health education;
- coordinate linkages and work collaboratively with community-based organizations to ensure accessibility and greater options for residents and their families;
- oversee and manage program documentation by grant requirements;
- coordinate with and provide consultation to the housing site's administrative team as needed;
- participation in weekly case conference/staff meetings with the housing site's administrative team; □ participation in weekly direct supervision at La Casa; and
- maintain a clean workspace, including but not limited to cleaning after yourself after all activities such as client interviews, using shelter facilities, kitchen/s, break rooms, and restrooms.
- other duties identified that would ensure the success of the project.

Skills and Qualifications:

- BA degree in Social Work or Counseling preferred with a minimum of two years experience working with formerly homeless or victims of domestic violence or High School/GED and a minimum of 5 years of verifiable relevant work experience.
- Significant experience in mental health, substance abuse, domestic violence, homelessness, and physical illnesses and a working knowledge of community resources in the San Francisco area.

- Bilingual (English/Spanish) preferred with direct experience working with culturally diverse populations required.
- Knowledge of case management, counseling techniques, peer counseling models, crisis intervention, social milieu, and group facilitation.
- Experience in services program development, management, documentation, and coordination.
- Understanding of confidentiality and privilege laws.
- Ability to handle multiple responsibilities and practical problem-solving/mediation skills.
- Ability to work independently at an off-site location and as part of a multi-site team.
- Ability to approach work with a positive, supportive and sensitive attitude and demeanor.
- Must be able to fulfill physical requirements of the job (lifting, pulling, pushing, carrying, walking up and down stairs multiple times per day, etc.) □ Strong written and verbal communication skills.
- Computer literate.
- 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 is 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.
- 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 promptly by gathering and analyzing information skillfully.
- Interpersonal skills – remain open to others' ideas and willing to try new approaches.
- Managing Up - Ability to exercise sound judgment and manage communications with supervisor and 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 can read and interpret written information.
- Planning/organizing – prioritizes work activities, uses time efficiently, and develops realistic action plans.
- Quality control – demonstrates accuracy and thoroughness and monitors own work to ensure quality.
- Relationship building - Demonstrated ability to build and maintain collaborative relationships with partner agencies while firmly committed to La Casa's philosophy and values.
- Adaptability – adapts to changes in the work environment, manages competing demands, and can 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 and other information: Up to \$31.26 per hour-DOE. The candidate will require relevant, verifiable work experience to qualify for the maximum rate. The Case Manager position is part-time (30 hours per week) that **will** require some evening & weekend hours.

Excellent benefits package includes: 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, 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.