

Position: Case Manager - San Francisco Housing Authority

Classification: Non-Exempt

Work Schedule: Full-time, 40 hours per week; will include some evening, night, weekend, and holiday hours.

Bilingual: English/Spanish Preferred

Worksite: On-site at La Casa de las Madres' co-located community partner site at 1815 Egbert Ave, San Francisco, CA 94124. 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 support services through an Emergency Shelter, two 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.

Position Summary: The Case Manager – San Francisco Housing Authority, under the supervision of the Housing Stability Manager or their designee, will work on-site at the San Francisco Housing Authority and its housing sites to increase safety for domestic violence survivors applying for or living in public housing, increase the capacity of SFHA staff to respond to domestic violence, and increase the capacity of other community agencies providing services to SFHA residents to identify and refer domestic violence cases. The Case Manager will:

Essential Functions and Responsibilities

- Provide comprehensive services to current or potential SFHA residents, including crisis intervention and safety planning, advocacy, and field accompaniment as related to supporting domestic violence specific needs in the Housing Authority context;
- Provide domestic violence training to all SFHA Public Housing and Housing Choice Voucher Program staff on an annual basis;
- Conduct individual and program consultations with SFHA staff regarding issues related to domestic violence on a regular and as-needed basis;
- Organize and conduct engagement opportunities to provide general education for residents on domestic violence and related topics on at least a quarterly basis;
- Maintain ongoing knowledge of SFHA policy and regulations regarding residents currently or previously experiencing domestic violence and identify areas for improvement;
- Coordinate linkages and work collaboratively with community-based organizations to ensure accessibility and greater options for clients and their families;

General Responsibilities

- Maintain for safekeeping client files in compliance with grant and contract guidelines;
- Participate in regularly scheduled staff and case management meetings;
- Execute, maintain and submit program documentation, including evaluations and surveys, by grant requirements; and
- Other duties, service site-specific, as identified and assigned.

Minimum Qualifications:

- BA/BS in Behavioral Sciences and a minimum two years of verifiable case management experience in relevant and related field or GED/High School diploma or 2-year degree with 3 to 5 years of verifiable case management experience in a relevant field.
- Significant experience in domestic violence, housing and homelessness, mental health, substance abuse, and physical illnesses.
- Strong working knowledge of community resources in the San Francisco area.
- Knowledge of counseling techniques, peer counseling models, crisis intervention, social milieu, and group facilitation.
- Understanding of confidentiality and privilege laws.
- Ability to work independently and navigate public transportation to and from multi-site collaborative.
- Bilingual: **English and Spanish** preferred - direct experience working with culturally diverse populations.
- Must be able to fulfill physical requirements of the job (lifting, pulling, pushing, carrying as well as walking up & 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 Live scan 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 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 full-time (40 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.