



JOB DESCRIPTION

NOTICE: This job description is provided as a general summary of common job duties performed by individuals assigned this job title. It is not all-inclusive, nor is it intended to create a contract, written or implied, between employees and Building Opportunities for Self Sufficiency, nor does it in any way alter the employment-at-will relationship that exists between employees and Building Opportunities for Self Sufficiency. As a condition of employment, all agency employees are expected to perform job duties assigned by agency management even when such duties are not included in their job description.

JOB TITLE: Family Case Manager

REPORTS TO: Program Manager

EMPLOYMENT STATUS: Non-Exempt

TIME COMMITMENT: Full-time

BARGAINING UNIT: Local Union #1991, IUPAT, AFL-CIO.

STARTING SALARY: \$65,000

ORGANIZATION

The mission of BOSS is to help homeless, poor, and disabled people achieve health and self-sufficiency, and to fight against the root causes of poverty and homelessness. The organization was founded in 1971 by a group of volunteers from the Hillel Streetwork Project in Berkeley who responded to the needs of mentally ill individuals being released to the streets by state hospital closures. Today, BOSS develops solutions to mass homelessness, mass incarceration, and community violence and is dedicated to the inclusion of people marginalized by addiction, trauma, criminality, incarceration, poverty, racism, sexism, homelessness and violence with an intentional focus on four areas of service with Housing Security, Criminal Justice Reentry, Neighborhood Safety, and Social Justice Programs and services. BOSS works one-on-one with each family and each individual to help them achieve stable income, permanent affordable housing, and lasting wellness.

POSITION DESCRIPTION

Under the supervision of the Program Manager the *Family Case Manager* is a strong advocate with extensive experience in the provision of case management services for homeless families who are seeking to stabilize in the community through permanent housing. The Family Case Manager should be proactive and comprehensive in their approach to assisting families and their children. The Family Case Manager is responsible for coordinating case management and program services for an assigned caseload of homeless families living at Transitional Housing and/or Families in Transitional Program sites. The goal of case management is to stabilize families in the community through permanent housing and additional community resources that directly contribute to their self-sufficiency. Responsive, flexible individuals with strong communication skills and extensive background working with homeless families and youth and conducting outreach to private property owners are encouraged to apply.

Essential Functions (Key Duties and Responsibilities):

Examples of key duties are interpreted as being descriptive and not restrictive in nature.

Case Management

- Maintain confidentiality in all matters pertaining to residents and their families.
- Attend client Case Review Meetings/Case Conferences.
- Assist clients with identifying opportunities and completing applications for permanent housing.
- Accompany clients to assess permanent housing opportunities.
- Provide general orientation to new residents including the review of program guidelines and penalties for non-compliance with designated policies/procedures and setting up appointments with staff.
- Set up and maintain well-organized case management files that include all the appropriate paperwork in designated sections.
- Coordinate all assessment activities for in-coming residents to insure completion of all paperwork in the appropriate onboarding period.
- Conduct intake and family assessments for new residents within the probationary time period.
- Use Motivational Interviewing techniques and other problem-solving skills to assess resident issues, needs and progress.
- Assist residents in identifying and prioritizing needs.
- Produce a comprehensive individual service plan for every adult resident on caseload with realistic goals and objectives and an appropriate timeline
- Assess and provide appropriate individuals service plans for children over twelve years
- Maintain up-to-date case notes.
- Coordinate information and services with the Job Developer and Housing Navigator to ensure a comprehensive approach to family needs.
- Provide follow-up of incident reports to address underlying behavioral issues that prevent the individual from adhering to program guidelines.
- In conjunction with the Housing Navigator, conduct regular inspections of the units/residences to monitor upkeep, safety and security of units/residences.
- Respond to resident concerns, complaints and inquiries in a timely fashion.
- Comply with BOSS policy regarding reporting incidents of child abuse, verbal and physical assault, suicide and homicide to the proper authorities
- Perform other duties, as assigned.

Service Delivery

- Provide services and follow-up in a timely fashion to families.
- Arrange and perform crisis intervention services and referrals.
- Maintain up-to-date files of local public assistance programs and their most important policies that affect residents.
- Identify resources for interpreters for those residents who are non-English speaking.
- Maintain exhibit(s) of educational materials for residents including but not limited to such topics as health and wellness, finding childcare providers/afterschool programs, accessing services in public assistance programs, substance abuse issues, reproductive health, etc.
- Coordinate with Housing Navigator to maintain a list of contacts and locations for housing referrals including shelters, transitional housing programs, subsidized low-income housing programs and other housing resources, etc.

General Operations

- Attend and participate in all required staff meetings, weekly supervision meetings and in-service training.
- Must be knowledgeable of program guidelines to ensure consistency of approach in holding clients accountable for case management and program-related activities.

- Write progress reports and maintain statistics on client activities.
- Coordinate with other staff to ensure adequate facility coverage.
- Coordinate with other staff to identify facility and program issues and exercise problem-solving skills to resolve them.
- Assist Housing Navigator in providing follow-up support regarding income verifications, document readiness, stabilize residents who are non-compliant with program guidelines.
- Perform other duties, as assigned.

QUALIFICATIONS

Education & Experience

- Bachelor's degree in Sociology, Psychology, Social Work or related field, (OR) H.S. Diploma or GED with five (5) years direct experience working with homeless populations
- Two years of related experience with case management services, housing, homeless and mentally ill populations.
- Highly motivated self-starter and ability to coordinate multiple projects/tasks simultaneously in a high-pressure environment.
- Ability to work with diverse communities and exercise mature judgment.
- Knowledge of community and social service resources in Alameda County

Preferred Skills

- Experience with homeless, vulnerable, and/or diverse populations and the knowledge surrounding poverty and social factors involved.
- Ability to understand the needs of homeless families and youth and to develop collaborative goals towards greater self-sufficiency and independence in the greater community.

Other expectations:

- Access to a reliable vehicle, insurance, current CA driver's license & good driving record.
- Certification in CPR/First Aid.

LANGUAGE SKILLS

Ability to read and comprehend instructions, short correspondence, memos, business correspondence, and all other mental health-related documents. Ability to write clear, concise, and accurate correspondence. Effective oral and written communication skills.

MATHEMATICAL SKILLS

College-level mathematical skills required.

REASONING ABILITY

Ability to solve complex problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or diagram form. Demonstrated skill with problem-solving techniques.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by staff members to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of the job, the employee is regularly required to sit, stand, move up and down stairways, talk and hear, and drive to and from community appointments. The employee must regularly lift and/or move up to ten pounds. Specific vision abilities required by this job include close vision, distance vision, and peripheral vision.

MENTAL DEMANDS

This position requires the individual to work with minimal supervision. Guidance is available as necessary, however, the individual is expected to be able to function autonomously and make individual decisions when appropriate. The position does require the ability to interact with a variety of individuals and the ability to meet deadlines and time pressure based on the volume of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. The noise and/or level of distractions in the work environment are usually moderate.

CONCLUSION:

I invite you to be part of a vibrant and talented team that is committed to promoting health and self-sufficiency, fighting for equity, and celebrating diversity and inclusion!

BOSS is committed to the principle of equal opportunity in education and employment. BOSS does not discriminate on the basis of sex, race, color, creed, national origin, age, religion, sexual orientation, gender identity, gender expression, veteran status, or disability in admission to, access to, treatment in, or employment in its programs and activities.

Black, Indigenous, People of Color, and individuals with lived experience are highly encouraged to apply!

Send resume and cover letter to:

hrjobs@self-sufficiency.org