



PAUL LEE LOFT CASE MANAGER II

DEFINITION

Housing Matters is looking for individuals eager to make a difference and willing to enthusiastically commit to join in our vision that homelessness in Santa Cruz County should be rare, brief and non-recurring. Under direction, Case Managers I, II, and III will carry a service caseload providing housing stabilization social services; develop service plans which may include the need for specialized social services.

The Paul Lee Loft, or "The Loft," is a low-barrier shelter for adults who are currently experiencing homelessness. The goal of the Loft is to provide a temporary and safe place while clients actively work on finding permanent, stable housing. The Loft serves some of our most vulnerable clients.

DISTINGUISHING CHARACTERISTICS

Case Manager II is the journey level case manager class and is expected to work with a minimum amount of supervision. Incumbents are required to use assessment, interviewing and counseling skills to perform moderate to complex casework services. Some positions may act as lead case manager.

TYPICAL JOB DUTIES

CASE MANAGEMENT

- Perform intake interviews, assessments, and assist participants in developing individual case plans.
- Facilitate participants' pathway to permanent housing in coordination with housing navigator and other programs, agencies, and organizations.
- Provide ongoing case management including assessment, referrals, budget assistance, housing placement, and promoting housing stability with individuals as assigned.
- Accept each participant for who they are and where they are, and then provide options, information and choices that allow for stimulating change.
- Develop and maintain accurate written case records including intake, assessment, ongoing case plan, and progress notes.
- Meet all administrative requirements including recordkeeping, HMIS, staff meetings, etc.
- Maintain confidentiality and treat participants with dignity and respect at all times.
- Assist in overall administration of the program.
- Perform other duties as assigned.

SHELTER OPERATIONS:

Shelter Case Managers may be responsible for the following:

- Orient new shelter guests into the program, including outlining shelter policy and expectations, touring the shelter facility and dining hall, etc.
- Facilitate storage of personal items.
- Respond appropriately to potential crisis situations that may arise.
- Report any hazards to the Program Manager for immediate attention.
- Support the Program Manager in enforcing and maintaining campus and shelter policy.
- Assist with room/pallet shelter checks.
- Support the Direct Services Team in facilitating day services, shelter programs, and additional services.

ABILITY TO:

- Communicate and relate effectively with clients, who may be emotionally or mentally disabled, medically disabled, elderly, substance abusers, victims of domestic violence or fiduciary abuse.
- Establish and maintain effective working relationships with others, including clients, family members and others who may be under distress or duress.
- Locate, develop, and use community and agency resources for the benefit of clients and advocate for services on behalf of clients.
- Facilitate maximum client participation in service plans.
- Manage assigned caseload and establish caseload priorities to meet client needs and agency expectations;
- Acting as a lead worker over a small group of case managers may be required for some positions.
- Prioritize and respond to demands of caseload in a prompt and efficient manner.
- Recognize and analyze problems, gather relevant information, establish facts, draw valid conclusions, respond to case details promptly, and communicate clearly and concisely both orally and in writing.
- Maintain current and accurate records.
- Learn complex regulations, policies and procedures and apply them appropriately in management of assigned caseload.
- Work effectively under pressure and deadlines.
- Deal with hostile, aggressive and abusive persons.

TRAINING AND EXPERIENCE: Any combination of training and experience which would provide the required knowledge and abilities is qualifying. Typical ways to obtain these knowledge and abilities would be:

- A minimum of one year of experience performing social service casework services comparable to a Case Manager I at Housing Matters in an exceptional manner exceeding all standards and abilities,
- A Bachelor's Degree from an accredited college with a major in social work, social welfare, human services, or one of the social or behavioral sciences.

SPECIAL REQUIREMENTS

Possession of a valid California Class C Driver's License or must be able to provide suitable transportation which is approved by the organization may be required for certain positions.

HOURS and PAY

- This is a full time, hourly, benefited, non-exempt position starting at \$23.50/hour. Occasional evenings and weekends required. Health Insurance and PTO benefits begin after a 30-day introductory period.

Please send your resume and cover letter to the attention of Human Resources at recruiter@housingmatterssc.org. Housing Matters is an equal Opportunity Employer.