



RECUPERATIVE CARE CENTER 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, Housing Navigator II will carry a service caseload providing housing stabilization social services; develop service plans which may include the need for specialized social services.

The Recuperative Care Center (RCC) is an innovative medical respite program located on the Coral Street Campus. The RCC Program collaborates with various community partners to provide shelter for individuals experiencing homelessness recovering/stabilizing from illness while receiving integrated social services including housing planning, mental health care, benefits enrollment, and substance abuse treatment. The RCC aims to reduce recovery time from significant medical events and decrease the likelihood of recurring hospital stays.

DISTINGUISHING CHARACTERISTICS

Housing Navigator II is the advanced class and is capable of independently performing the full range of duties. This class differs from the Housing Navigator I in that incumbents may provide training to lower level Housing Navigators and make presentations to internal and community groups. Incumbents are required to use their skills to perform moderate to complex casework services

TYPICAL JOB DUTIES

HOUSING NAVIGATION

- Conduct landlord/property management outreach and relationship building.
- Search daily for housing and reach out to available units.
- Coordinate regularly with Housing Navigators and Case Managers, including attending collaborative working group meetings.
- Develop rapport and communication with both property managers and program clients.
- Conduct, with Case Managers, housing needs assessment and client-driven housing searches in neighborhoods that are a good fit for the individual clients and families.
- Act as client advocate in securing appropriate housing.
- Facilitate rental agreements with landlords in scattered site apartments and ensure clients understanding of rental agreements, housing policies and procedures.
- Conduct home visits with clients.
- Maintain extensive, accurate records, data and documentation of services.
- Participate in Housing Matters and Case Management/Supportive Services staff meetings, case reviews and related functions.
- Maintain effective relationships with community partners and represent Housing Matters professionally in the community.
- Attend trainings, workshops and conferences related to position.
- Maintain confidential, professional boundaries with all program clients.
- Other duties as assigned.

SHELTER OPERATIONS:

Shelter Staff 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.

EMPLOYMENT STANDARDS

- County and state affordable housing policies, procedures and programs.
- Knowledge of the specialized program area to which assigned.
- Housing inspections.
- The policies, and administrative procedures of Housing Matters housing support programs.
- Grant compliance reporting may be required for certain positions.
- Some knowledge of the principles and techniques of supervision and training may be required for certain assignments.

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.