



Job Title: Case Manager
Location: Sebastopol
Wage: \$22.00 per hour
Report to: Program Director
Status: Non-exempt, 40 hours per week

Under general direction of the Director of Housing and Homeless Services, this position will provide intensive individual case management and crisis intervention to clients living in permanent supportive housing units and supportive services to other residents who live on site. This position will work as part of a team to direct and control building operations, property management, and personnel assigned to the property.

Essential Functions

- Preserve thorough, accurate records of case management activities as required by grant contracts
- Maintain HMIS database by entering client data
- Represent the agency in a professional and collaborative manner, working with partner organizations to achieve client goals
- Attend all meetings relevant to client care and program goals
- Accountable to achieving the program's desired outcomes
- Collaborate with the property management company and on-site resident manager to assist clients in understanding their rights and responsibilities
- Provide consultation in the management of differences between residents and property management

- Notify property management of any current or potential issues that may jeopardize a resident's continued tenancy in order to work collaboratively to correct issues early on.
- Assist and support in the coordination and implementation of activities and programs on site as required by contract

Duties & Responsibilities

- Facilitate communication & coordination between service/support providers
- Assess the client's needs and develop a case plan
- Educate and assist in the acquisition of available resources as appropriate
- Empower the client to problem solve in order to achieve outcomes and goals
- Establish productive relationships with each and every client with no bias or prejudice towards race, religion, age, gender ~~sex~~, disability, or sexual preference
- Perform other related duties at the direction of the Housing Services Director

Knowledge Skills and Abilities

- Adept at relating to clients in an empathetic, firm and supportive manner
- Ability to work collaboratively with others serving clients with co-occurring disorders
- Knowledge of or ability to quickly learn, clinical/Medi-Cal documentation
- Sensitive to the needs and issues facing individuals with a history of homelessness and instability in housing
- Active listening skills
- Proficient at solving problems and dealing with a variety of issues in a practical manner
- Experience in building solid relationships with local communities, service agencies and businesses
- Proficient at properly maintaining case files, accurate reporting, and gathering/submitting monthly statistics
- Enjoy working as a team member including staff and volunteers

Minimum Qualifications

- Any combination of education and experience that would provide the required skills necessary to perform required objectives, Bachelor's degree in Social Sciences or related field preferred
- Minimum of two years of experience working with clients who have a serious mental illness and/or chronic homelessness
- Ability to work collaboratively with others serving diverse populations and/or clients with a co-occurring disorder
- Knowledge of, or ability to, quickly learn, clinical/Medi-Cal documentation
- Desire to work within a client-driven philosophy, and local community care system
- Ability to work on many projects simultaneously
- Valid CA driver's license with a good driving record and proof of insurance
- Bilingual (Spanish/English) desired but not required

Physical Requirements:

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

- Move, traverse - regularly moves about the properties on even and uneven ground to communicate and interact with tenants, clients, and staff
- Communicate, exchange Information - must successfully partner with WCCS management and staff via phone, text, Zoom or email
- Detect, identify - frequently reviews and researches program related topics via the internet
- Strength - will occasionally move and/or rearrange items, up to 30 pounds
- Stationary position - must be able to remain in a stationary position up to 25% of the time
- Operate, draft/write, compile - consistently uses a computer and cell phone to communicate and submit reports

Disclaimer

The above statements are intended to describe the general nature and level of work

being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

West County Community Services is an equal opportunity employer. Our agency values diversity and considers all applicants for all positions without regard to color, ethnic background, religion, sex, gender, gender identity, sexual orientation, national origin, age, disability, HIV/AIDS status, veteran status, or any other legally protected.