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Catholic Charities of the Diocese of Santa Rosa, a non-profit and the largest human services provider in the North Bay, serves the most vulnerable regardless of their religious, social, or economic background. We challenge poverty, counsel immigrants, and care for our seniors by supporting the dignity and independence of all we serve. We support, educate, create opportunities, ensure the well-being of our staff, and engage community leaders in the betterment of those most in need.

## **JOB ANNOUNCEMENT: Case Manager, Housing Navigation, I, II & III**

### **Position Summary**

The Case Manager for Housing Navigation provides assistance and support to assigned clients, directly supporting individuals/families experiencing homelessness. Support includes: housing sustainability assessments, increasing income, accessing housing assistance programs (e.g. utility arrear programs, eviction prevention resources), and linkage to housing retention resources within the community.

Housing Navigators engage in client interview assessments, create case plans, facilitate goal setting, etc. Within their initial review period trainings and certifications as required housing navigation activities will include determining and referring to appropriate assistance including but not limited to access rental subsidy assistance to obtain long-term housing; facilitation of counseling and program/assistance education; guiding participants with the development, implementation and monitoring of individualized opportunity plans; providing assistance with finding and accessing appropriate housing resources and assisting participants with identifying and overcoming any barriers to access services and achieving goals. Target populations are identified and referred to navigators through coordinated entry, as well as from internal programs and outside agencies and may require travel and/or over the phone to meet clients within an assigned program site. The Housing Navigator works with internal, network, and external partners, maintain professional relationships and communicate effectively through shared tools provided by the agency. This position is full-time, non-exempt with a starting salary of \$ 18 to \$23 (Level I, II & III). **We are seeking Bilingual (English/Spanish) candidates.**

### **Essential Functions**

#### **CM I-III**

- Work creatively with clients and with CM Team to triage, screen, and address all potential housing navigation issues.
- Maintain the highest levels of confidentiality regarding client information, sharing it only as agreed upon by the client and as evidenced by a signed release form.
- Identify housing navigation needs and refer to appropriate program/service.
- Perform interviews via phone or in person to provide prompt and responsive assessment of needs; conducts comprehensive, individualized, strengths-based, trauma informed and culturally-responsive review of each client's housing needs and related available resources.
- Engage each client to cooperatively participate in the development, implementation, and ongoing

review of an individualized housing plan related to needs surfaced in assessment.

- Provide education and information to assist clients in effectively accessing the resources available in accordance with eligibility criteria.
- Organize and prepare information and reports for meetings, briefings, and conversations with clients, staff and external partners.
- Acts as an advocate for and liaison between clients and other resource providers and organizations; collaborates with services providers, governmental and non-governmental agencies and other organizations and businesses to coordinate services for clients. Travel on a regular basis to provide face to face services to clients.
- Monitors client progress toward housing navigation goals; records relevant information using standardized forms and entering them into HMIS in a timely manner.
- Work closely with all internal program staff to provide relevant services, as well as with information to partners.
- Attend meetings and report back to the team.
- Other related duties as assigned.

### **CM II (In additional to the above)**

- Supervise assigned staff in alignment with CCSR's policies and procedures.
- Coordinate with and oversees work performed by consultants and contractors as needed, as needed.
- In collaboration with the Accounting department, oversees the administration of client assistance policies and procedures.
- Ensure all supervisory work is performed in accordance with the specific grant or contract agreements, completes timely and accurate tracking, provides regular reports to his or her supervisor as requested.

### **CMIII**

- Provides resources, support, leadership and training to assigned case management team members to ensure they are able to perform their duties and responsibilities as effectively and efficiently as possible.
- Supervises assigned Agency staff in alignment with CCSR's policies and procedures. Coordinates with and oversees work performed by consultants and contractors as needed.
- In collaboration with the Accounting department, oversees the administration of client assistance policies and procedures.
- Ensures all supervisory work is performed in accordance with the specific grant or contract agreements, completes timely and accurate tracking, provides regular reports to his or her supervisor as requested.
- Enhances Community awareness of project work and outcomes through participation in public forums and events as appropriate; oversees the distribution of information materials and announcements
- Organizes and implements community-based projects related to housing stabilization as assigned

### **Other Responsibilities**

- Other duties as assigned.

**NOTE: Catholic Charities considers this position to be a mandated reporter of child abuse.**

## Agency Culture

The business and social environment we operate in has changed. What worked yesterday may not work today and will likely not work tomorrow. To thrive, we must incorporate new ways of thinking and embrace new practices. As part of our individual and agency cultural change process, it is critical that all employees of Catholic Charities aspire to the following:

- *A commitment to the agency's mission, vision, and values;*
- *A commitment to excellence in everything we do;*
- *A commitment to accreditation as well as performance and quality improvement;*
- *A commitment to outcomes and measured results;*
- *A commitment to innovation and to what is possible.*

## Education, Experience, and Skills Required

- CM I: A minimum of three years of successful experience in similar position or related field is preferred; enrollment in related classwork or related field such as community health, public health, social services, or psychology preferred.
- CM II: Bachelor's degree and a minimum of three years of successful experience in similar position or related field, including at least two years of experience with case management preferred.
- CM III: Advanced degree in service field such as MSW or MFT, preferred. At least two years of experience with case management, and one year of supervision experience preferred. Experience with grants compliance and data reporting preferred.
  
- Bilingual candidates will be required to take a Bilingual English/ Spanish fluency test post hire.
- Previous experience working with and providing service to fragile and/or vulnerable clients from a variety of economic, social, and cultural backgrounds in an appropriate, sensitive manner is required.
- Strong written and verbal communication skills; organizational, conflict resolution and computer literacy.
- Cooperative, friendly, and helpful attitude with clients and co-workers. Ability to work closely with other employees to ensure positive, constructive environment within the program or department, and throughout the agency.
- Ability to thrive in a flexible, fast-paced and growth-oriented environment, while maintaining a sense of humor and a positive, solution-oriented approach.
- Passion and enthusiasm for the mission of CCDSR and its clients.
- Possess valid driver's license; at least state required minimum of auto insurance.
- Computer literacy required, including experience with Excel, Outlook, Word, etc.
- Exhibit the core competencies, habits, critical thinking, attitudes, behavior, and drive to help make Catholic Charities and its programs a center of excellence and a model program.
- Must pass background clearance at start of employment.

## **Physical Requirements**

- Requires ability to sit up to 3-6 hours per day with intermittent occasional walking, standing, bending, squatting and climbing.
- Occasionally may be required to lift items up to 10 pounds to a height up to 7 feet.
- Occasionally may be required to carry items up to 10 pounds for distances up to 50 feet.

## **PERKS**

**10 Vacation days per year**

**13 Holidays per year**

**Very Affordable Health, Vision and Dental Insurance**

**Referral Bonus for employees**

**403b Plan with 5.5% contribution**

**Premium Pay for Overnight Shifts**

**Team Spirit and Supportive Work Environment**

**Great Organizational Mission**

**Equal Employment Opportunity – M/F/D/V**

Visit [www.srcharities.org/about/careers](http://www.srcharities.org/about/careers) for an application.

We look forward to receiving your completed application resume and cover letter.

Open until filled.