



Administrative Office
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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 II

Position Summary

The Case Manager, Housing Navigation II demonstrates case management competency, provides supervision, Case Manager support, and program outcome reporting. The position, via a housing focused case management approach, assists with the barriers to a resolution of a person's homelessness working with individuals and families as assigned. The position requires travel to meet families and individuals within our Shelter and Housing programs to conduct assessments in-person and via telephone. The Case Manager, Housing Navigation II is responsible for diversion, housing focused case management, community referrals, housing placement, and linking families with the appropriate destination for continued services. The position maintains professional relationships and clear communication through the Homeless Management Information System (HMIS), phone calls, and email. Supervision duties include the oversight of cases assignments for the homeless families/individuals in housing programs, training of case management and other department staff on policies, procedures and general duties, coordination of service referrals, the oversight of thorough and accurate records both in a physical file as well as electronically on the HMIS, and follow-up services. This position coordinates services within the department and is responsible for completion of program reports, management of grants deliverables and relaying outcomes and outputs to the program. This position is non-exempt, and full-time with a starting salary of \$20 to \$21 per hour.

Essential Functions

- Conduct or review intake and assessment for each family/individual accessing services to evaluate housing needs, history and service/support needs. Develop and implement a housing focused individual opportunity plan in collaboration with each client
- Conduct initial assessment (SPDAT or FSDAT) with homeless individuals and families as assigned, with a housing first lens and the objective of determining the appropriate needs and interventions. In addition, facilitating diversion services as needed.
- Facilitate access to services required to foster housing readiness (credit repair, legal aid, housekeeping, money management, tenant rights and responsibilities, etc.) as needed.
- Develop a projected budget plan that enables families and individuals to see what type of housing is affordable and manageable after assistance ends (for those in RRH) and how to live within their means.

- Conduct housing focused conversations with all participants and stay continually connected with them to ensure all appointments and linkage are completed.
- Facilitate weekly Case Management Meetings and coordinate case conferences on a regular basis and supervise staff and volunteers.
- Create a Housing Retention Plan with tenants enrolled in RRH or HSP to evaluate rental assistance needs, and service/support needs. Coordinate retention plan with other support persons that tenants may be linked to and ensure tenants have the necessary items to retain permanent housing beyond the rental assistance period (e.g. employment support, resources for food, assistance with landlord/tenant mediation if needed, etc.).
- Provide case management by facilitating access to services required to foster housing sustainability (employment, credit repair, legal aid, money management, tenant rights and responsibilities, mental health, benefits enrollment, etc.). Provide assistance (one-on-one and group settings) to tenants in the area of increasing skills of independent living such as paying bills, household management, personal care, cooking and nutrition.
- Provide crisis intervention as needed, if tenant is at imminent risk of returning to homelessness.
- Provide advocacy as needed to help address issues and barriers between landlord and client; assist with referrals to Fair Housing.
- Responsible for reporting on monthly outcomes and deliverables.
- Provide housing focused case management to both formally homeless families/individuals and current participants within our programs. This case load will fluctuate between navigator and stabilizer position based on the current need.
- Coordinate on-boarding and training of interns/volunteers. This position serves as the liaison between interns/volunteers for on-site needs.
- Provide on-site guidance to current and new staff for programmatic questions as needed.
- Keep up-to-date, accurate, well-written/well-documented case notes in HMIS that correspond to services provided to each tenant; complete all documentation and paperwork within the mandated timeframes.
- Ensure families and individuals are taking the necessary steps to assume full liability of their permanent housing. This requires follow through, patience and persistence.
- Complete all required training as directed by their supervisor when training is made available. Identify areas they need additional training or support and contact supervisor and/or the Manager for Support and Training to identify appropriate resources.

- Practice duties while utilizing a harm reduction setting approach.
- Ensure that all COA standards of care are followed per policies and procedures.
- Input data entry and exit information into HMIS system. Work closely to minimize errors and duplicate entries.
- Maintain case management documentation and forms. Ensure that all accreditation standards of care are followed per policies and procedures.
- Establish positive working relationships with staff members and volunteers; reconcile personnel problems.
- Participate in program development and create/maintain partnerships with other homeless service providers.
- NOTE: Catholic Charities considers this position to be a mandated reporter of child abuse.

Other Responsibilities

- Attend meetings and report back at the request of the Intake Coordinator (CHOW, Task Force, Coordinated Intake etc.).
- Perform other related duties as assigned.

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

- Bachelor's Degree in a social service field, required.
- Experience as a Housing Navigator or Two (2) years of Case Management experience or related experience, preferred.
- Previous experience supervising or managing staff, preferred.
- Knowledge of Homeless Management Information System and generation of reports, preferred.
- Ability to work independently and possess strong time management skills. Strong ability to manage time using online or paper calendar.

- Knowledge and/or familiarity of harm reduction and motivational interviewing concepts and strategies. Previous experience assessing and referring individuals to various community resources, a plus.
- Computer literacy required. Working knowledge of Word, Excel, and Outlook programs. Familiarity with internet based tools (webmail, google calendar, webtime etc.)
- Strong interpersonal skills, cultural competence and ability to employ sensitivity in building rapport with clientele.
- Creative problem solving skills.
- Strong written and oral communication skills.
- Ability to work as part of a team, as well as independently.
- Bilingual (Spanish/English) preferred but not required.
- Valid California driver's license and legally required insurance (a CA minimum).
- Willingness to travel, as driving is required.
- Must successfully pass fingerprinting check prior to 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.

Equal Employment Opportunity – M/F/D/V

Visit www.srcharities.org for an application.

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

Open until filled.