



## **JOB DESCRIPTION**

**Internal Posting Date:** 4/27/2010

**Position Title:** Case Manager II  
**Program/Dept:** First Avenues: Housing Solutions for Families  
**Reports to:** Associate Program Director  
**Classification:** Regular Full-Time, Non-Exempt  
**Salary Range:** \$17/hour + Full Benefits Package

First Avenues is a program of Hamilton Family Center, a San Francisco based non-profit, assisting families and individuals to exit homelessness through securing and maintaining permanent housing. First Avenues is a highly integrated team, dedicated to delivering innovative, high-quality services to Bay Area families and individuals, with a Housing First approach. First Avenues assists families and individuals in securing permanent housing including: housing search assistance, move-in and rental assistance funds, eviction prevention support, home-based case management and generating printed and online resources. The Homeless Prevention Case Manager will provide community outreach, assessment and case management to assist families and single individuals with permanent housing solutions.

### **Primary Duties and Responsibilities (other duties may be assigned):**

- Assess families and individuals for strengths and barriers, including employment, behavioral health, criminal history and substance use and refer households to appropriate levels of housing and rental assistance.
- Maintain precise and accurate documentation of case management services, including client files and entries into the program databases.
- Assist families and individuals with establishing and meeting housing goals and identifying appropriate steps towards achieving goals, including modifying goals as needed, and evaluation of progress.
- Coordinate with a variety of outside service providers, including members of the Family Eviction Prevention Collaborative, The Rapid Rehousing Network, the San Francisco Food Bank and Unified School District in order to meet client's needs and avoid duplication of services.
- Provide housing/tenant counseling, housing workshops and community resource referrals for clients.
- Carry a caseload of families & individuals, which may include home-based case management.
- Set and observe appropriate boundaries with clients; observe client confidentiality and HIPPA protocols.
- Cultivate relationships with landlords and property management companies serving low-income families.
- Represent and promote First Avenues network of housing, rental assistance and eviction prevention services throughout the community.
- Educate clients about budgeting and financial management practices, including support with taxes and local/federal Earned Income Tax Credit, banking and credit repair.
- Maintain and document regular contact with clients: office visits, telephone contact and home visits.
- Ensure resources are used by eligible households who are homeless or at risk of homelessness..
- Assist in the development of First Avenues Quarterly Newsletter, and MyHousing.org: a website for very low income and at-risk families in the Bay Area. Aid in the development of resource materials specific to neighborhoods/ cities/ counties that the families reside, including printing and publishing assistance and some web content updating.
- Coordinate various elements of Pathways to Technology: Computers for Families on the Road to Self-Sufficiency, including contacting program vendors, assisting with volunteer-led activities, determining program participant eligibility, and administering surveys or follow up with program participants.
- Cull and analyze program data with the Program Director and Homeless Prevention Services Coordinator and assist with final analysis of findings and creating final reports and presentations.

- Serve as an information resource by conducting research, assembling data, prepare and distribute presentations, reports, correspondence and documents.
- Participate in the planning and coordination of fun yearly events for families, including a Holiday Party and Back to School Picnic.
- Create and distribute promotional materials outlining the program's services
- Participate in various programmatic meetings including case conference meetings and housing plan meetings, in collaboration with other service providers.
- Support First Avenues team in their overall mission in assisting families and individuals to obtain and retain housing.
- Maintain and promote the cooperative, harmonious, teamwork environment Hamilton Family Center strives to promote within the workplace.
- Maintain and promote an atmosphere of dignity and respect in line with the philosophy and policies of Hamilton Family Center
- Represent Hamilton Family Center in community and collaborative meetings as needed.
- Work occasional evenings and weekends as needed for First Avenues programmatic activities.
- Collaborate effectively with other service providers to provide high quality services to households impacted by domestic violence, youth in transition, HIV/AIDS, Mental Illness, and Substance Abuse
- Other duties as assigned.

### **Qualifications, Skills & Abilities:**

- Bachelors degree in Social work, Psychology or related field from an accredited college or university; or a minimum of 5 years of experience performing case management duties in a health or human services field.
- Experience in case management.
- Experience conducting trainings, outreach, and presentations.
- Flexible and effective team player, able to adapt to changes and a busy workplace environment.
- Knowledge and experience with housing laws and available resources.
- Experience and knowledge with the challenges of and resources for families, youth, survivors of domestic violence and transitioning youth.
- Knowledge of community resources.
- Valid CADL and DMV report; Able and willing to travel locally as needed required.
- Ability to work with diverse communities.
- Position requires routine TB (Tuberculosis) testing and documentation (post-offer).
- Background Check required.
- Excellent organizational skills and an ability to self-motivate.
- Excellent written/verbal communication and people skills.
- Computer literate – experience with MS Office: Word, Excel, Outlook, creating publications, and using internet
- Experience with web content management and/or CRM databases a plus.
- Ability to work under pressure, address multiple priorities and meet deadlines.
- Ability to identify key issues in problem solving and implement effective and creative solutions.

### **Application Procedure:**

Please identify position code "**CMII-FA**" in order to be considered for this position. Also, in order to be considered a formal applicant you must send 1) your resume and 2) a letter of interest to:

- Email: [\*\*jobs@hamiltonfamilycenter.org\*\*](mailto:jobs@hamiltonfamilycenter.org) – identify the position code in the header of your email
- FAX: 415-358-5761.
- **No phone calls please.**

*Due to volume of resumes received, only applications submitted via email will receive an acknowledgement indicating receipt.*

***Hamilton Family Center is an Equal Opportunity Employer  
This position is represented by OPEIU, Union Local 3***