

SAMARITAN HOUSE POSITION DESCRIPTION



Neighbor helping Neighbor

www.samaritanhousesanmateo.org



Position Title:	Program Case Manager
Department:	Client Services
Supervisor:	Associate Director of Programs and Services
FLSA:	Full Time/Hourly/Non-Exempt
Salary Range:	\$19-\$24 per hour DOE and Education
Benefits Provided:	PTO 22 days 1 st year, 9 paid holidays, Medical, Dental, Life, LTD, AD&D
Voluntary Benefits:	Vision, 403(B) participation, salary protection programs via AFLAC, FSA

Who is Samaritan House? Since 1974, Samaritan House has grown to become San Mateo County's leading non-profit that brings a new level of hope, dignity, and empowerment to people living in poverty as they fulfill immediate needs and guide people to self-reliance. Recognized as a role model in the community, Samaritan House is the largest food distribution agency in the county. Its other free services include shelter and housing assistance; medical and dental clinics; clothes for children; personalized case management and much more. We do this with the help of an excellent team of dedicated staff and volunteers. People who come to Samaritan house are welcomed with a smile by friendly, helpful staff, which quickly builds trust and breaks down the stigma associated with being in need. They also discover that Samaritan House takes a holistic approach to poverty that goes beyond food, shelter and clothing. Serving a client is not a single transaction but the start of an on-going relationship to move individuals and families towards self-reliance. At Samaritan House we strive for excellence and leverage community resources to find and implement creative solutions for our community's needs.

We believe in providing our team with supportive work environments and opportunities for development as well as ensuring an appropriate work life balance whenever possible. We offer excellent opportunities for individuals with proven strong, creative, results-driven leadership skills and excellent work ethics and integrity. We welcome candidates who love working with people of diverse backgrounds who seek to make a difference by helping us create a caring compassionate community helping our neighbors in need.

Position Summary: Under the Direct Supervision of the Associate Director of Programs and Services and or the Client Services Manager, the Program Case Manager is responsible for evaluating program eligibility, and providing services including financial assistance through in house and outreach case management. Internal and outreach case management is for the short-term needs of low-income clients seeking programmatic assistance, and for providing communications links between Samaritan House and other external partnering agencies. The Program Case Manager may also provide medium-term case management and counseling. The Program Case Manager must be able to successfully manage two major facets of the position- the delivery of excellent client service and management of administrative duties including data administration. Depending on assigned program this position must be able to deliver services to clients in both English and Spanish. To be determined by the assigned program, this position will report to the Associate Director of Programs and Services and or the Client Services Manager at Samaritan House and is part of a larger programmatic team that is responsible for administering and managing federal, state, local or other government funds as assigned.

WHAT QUALIFICATIONS DOES A CANDIDATE NEED TO BE CONSIDERED?

Please note our preferred and in some cases required qualifications for this position are as follows:

Education- Bachelor's Degree in social work or related field. MSW and related clinical skills strongly desired.

Experience-

- Two years of experience working with homeless or at –risk families and individuals in crisis.
- Two years case management experience
- Two years experience working with individuals who experienced substance abuse and/or domestic violence.
- Experience working with issues faced by low-income populations is essential.
- Experience working with clients who struggle with mental health and substance abuse issues.

Skills and Expertise -

- Bilingual and Bicultural English Spanish strongly preferred. Must be able to read, write, translate and effectively communicate in both English and Spanish.
- Must have understanding and ability to comply with complex governmental regulations, policies and procedures demonstrated through comprehensive document compliance efforts and activities. ‘
- Clear understanding of professional boundaries with high risk clients under all circumstances.
- Excellent interpersonal skills required. Must be able to interact effectively with clients of diverse backgrounds and in various states of tension, as well as with partnering agencies and service providers on a regular basis. Ability to de-escalate problem situations. Ability to maintain professionalism under various conditions.
- Excellent computer proficiency: experienced with all programs in Microsoft Office Suite and Windows-based operating systems; ability to learn new computer databases. Familiarity with HMIS, Clarity and related data entry is highly desirable. Strong data entry and management skills.
- Strong administrative and organizational skills. Attention to detail and the skill to deliver excellent and timely quality services required. Ability to successfully multi-task and prioritize in a fast paced and occasionally demanding work environment.
- Ability to conduct all business within agency values, professionalism, high level of ethics and high integrity; exercise appropriate judgment and decision making under various conditions is required.
- Excellent written and verbal Communication Skills required. Candidate must be able to consistently, regularly, effectively and clearly communicate with Samaritan House constituents of diverse backgrounds.
- Excellent initiative and ability to work independently and to successfully collaborate with teams. Resourceful and solutions-based approach to challenges; ability to identify and resolve issues without direction when needed. Solutions based approach to all business.
- Candidate must be able to regularly travel between the Agency’s various sites or clients homes as needed; valid driver’s license, proof of insurance, good driving record and a registered vehicle required.
- Must have a flexible schedule to work occasional early mornings, evenings, weekends or holidays as the program requires.

WHAT ARE THE JOB FUNCTIONS?

1. Work with clients (individuals and families) who are at imminent risk of homelessness or in need of other services. Provide high quality service to assigned clients showing compassion for their crisis and directing them in a caring and compassionate manner to appropriate internal and external resources.
2. Conduct all duties within assigned program(s)- note assigned program can change as needed.
3. Provide full range of case management services to individuals/ families to maintain permanent housing with the goal of sustaining self –sufficiency either with housing or other defined problem areas requiring services. Support clients in achieving their case plan goals.
4. Conduct intakes and assessments; verify and document client eligibility; provide requested financial assistance and interventions as needed. Develop effective case plans for clients.
5. Develop solutions for emergency problems, such as income, housing, health and transportation needs. Provide crisis intervention as well as short and intermediate-term counseling.
6. Collaborate with agency partners, service providers and landlords to prevent homelessness or to provide other needed services.
7. Provide assistance and guidance to Clients and their family members by educating them on available access to public and government benefits as well as overcoming barriers to employment, child care and transportation. Direct clients towards needed resources.
8. Review and monitor progress, act as a liaison/advocate for the client.
9. Provide appropriate client assistance, including but not limited to forms completion, letter writing, translation services, etc.
10. Management of case files in an effective, timely and compliant manner both in physical file form and electronic file form. This includes but is not limited to closing out files in a timely manner and maintaining files according to federal, state, local and industry standards and regulations.

11. Maintain complete, accurate and organized client files including entering relevant data into necessary databases including but not limited to the following systems: Clarity, CORE, and Homeless Management Information System (HMIS).
12. Assist in preparing weekly, monthly, quarterly and annual statistical reports. Assist in the production and analysis of reports to assess the effectiveness of case plans and client progress.
13. Handle client concerns/issues with supervisor providing input as needed.
14. Provide active support to clients, staff and volunteers.
15. Provide recommendations for policy/procedural changes for case management and ensure the implementation of those changes.
16. Meet regularly with staff as needed to discuss case management operations, keeping them informed and allowing for input related to case management.
17. Ensure data quality standards are met.
18. Demonstrate and work within Samaritan House values in all dealings with all Samaritan House constituents including but not limited to clients, staff, leadership team, etc.
19. Represent the organization in a professional and courteous manner at all times internally and externally.
20. Remain a resource to entire organizations, Case Management/Social Work team to assist in debriefing client cases, providing coaching/mentoring on coping mechanisms and resiliency.
21. Report and complete any necessary incident reports within 24 hours. Review the incident report(s) and discuss with Client Services Supervisor, as needed.
22. Attend trainings and meetings as assigned including, but not limited to, case management meetings, staff meetings, and meetings with other service providers in the community as required.
23. Other duties as assigned.

HOW DO I APPLY FOR AN OPPORTUNITY TO WORK FOR SAMARITAN HOUSE?

Interested candidates for this position will be required to submit a cover letter and resume to:

SAMARITAN HOUSE
Director of Human Resources
4031 Pacific Blvd San Mateo, CA 94403
E-mail: hr@samaritanhouse.com Via facsimile: (650) 294-4336

No phone calls, please! Samaritan House is an equal opportunity employer. *Because of the volume of applications Samaritan House receives, we regret we are not able to respond to every applicant individually. If your skills and experience are a good match for this position, we will contact you for an interview.*