

SAMARITAN HOUSE POSITION DESCRIPTION



Neighbor helping Neighbor

www.samaritanhousesanmateo.org



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| Position Title: | Case Manager |
| Candidate: | TBD |
| Department: | Client Services |
| Supervisor: | Client Services Manager |
| FLSA: | Full Time/Hourly/Non-Exempt |
| Salary Range: | \$21.25 |
| Effective Date: | ASAP/2019 |

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. We offer excellent opportunities for individuals with proven strong, creative, results-driven leadership skills and excellent work ethics. 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.

Under the general supervision of the Client Services Manager, Case Managers are responsible for providing exemplary service to Agency clients within our Client Services Department. Ideal candidates are direct service social workers who will identify those in need; help people of all life stages with diverse backgrounds cope with and solve everyday problems; advocate for and develop plans to improve clients' welfare; research and refer clients to community resources; respond to clients in crisis situations; and comes with the skill to collaborate and work within a variety of diverse public and private organizations. The Case Manager will support clients experiencing multi-faceted issues, with the intent of assisting clients to live stably within their set of circumstances. The Case Manager will use a consistent and systematic set of practices to perform case management with clients including outreach work when necessary or assigned. If Bilingual BiCultural Spanish or Cantonese/Mandarin This position will work with our Spanish or Cantonese/Mandarin Speaking population and will require a Bilingual Bicultural candidate who understands cultural issues and challenges in order to better serve this population of our client base.

JOB REQUIREMENTS

Preferred Requirements include but are not limited to:

- **EDUCATION:**
 - Masters in Social Work strongly desired.
 - Bachelor's degree in social work, psychology or related field required.
- **EXPERIENCE:** Minimum two to four years of experience in the following:

- Case management work or equivalent and a clear understanding of principles and procedures of case management both in practice and administrative.
- Working with the public and other community organizations. Understanding of the local community, and the various services available for economically challenged populations.
- Inter-agency collaborations.
- Mental health counselor or related field helpful;
- Non-Profit experience working with underserved and transient populations; includes working with and understanding the local community and the various services available to homeless populations;
- Working with populations who have co-occurring mental health, substance abuse and physical challenges; experiencing homelessness; victims of violence or trafficking.
- **CERTIFICATIONS, LICENSES and SPECIAL SKILL Preferred:**
 - MSW
 - Bilingual and bicultural English and Spanish or Cantonese/Mandarin is desired but not required. Must have excellent ability to read, write and speak/converse in Spanish or Cantonese if applicable. Must communicate effectively and clearly to Agency's Spanish speaking or Cantonese speaking constituents.
- **General Requirements:**
 - Demonstrated knowledge of Samaritan House's target service population;
 - Successful Crisis Management experience and conflict management skills.
 - Strong Analytical skills.
 - Excellent Communications Skills. Demonstrated ability to communicate effectively both oral and written; bilingual/bicultural proficiency in English and Spanish or Cantonese is desired but not required. Ability to understand and follow oral and written instructions in an independent manner.
 - Excellent Computer Proficiency with Microsoft Office Suite to include data entry and information management systems. Ability to quickly learn various computer programs and databases such as Clarity Database Systems.
 - Proven ability to conduct all business and interactions with all constituents in a highly ethical manner demonstrating high level of integrity. Strong ability to maintain confidentiality, comply with HIPPA privacy requirements and maintain appropriate professional boundaries with constituents.
 - Excellent data management skills, strong organizational and time management skills, strong multitasking skills. Must be able to successfully manage various projects as well as maintain and manage accurate records and files in a timely fashion and be able to prepare any necessary data or reports requested.
 - Demonstrated ability to exercise appropriate and sound judgment with tact and diplomacy both under normal and stressful situations. Must be able to maintain appropriate composure and professional demeanor when faced with escalated situations and must be able to de-escalate situations when needed in what can be often times a stressful and emotional work environment.
 - Ability to establish and maintain successful and effective relationships with Samaritan House constituents. Must be able to work independently and collaboratively within a team.
 - Excellent ability to deliver solutions based approach to problem solving in a timely manner. Ability to be creative and show initiative.
 - Ability to follow Agency Policies and organize required activities according to Samaritan House policies, procedures and best practices which include any related federal, state, or local agency requirement.
 - Ability to provide outreach services include ability to drive to other locations- must have dependable transportation with insurance, and a clean driving record.
 - Ability to meet deadlines and complete all work in a timely manner (within required deadlines).
 - Ability to work flexible schedules, including evenings, holidays and/or weekends as needed.

ESSENTIAL FUNCTIONS OF THE POSITION

1. Deliver high-quality service to clients, showing compassion for their crisis and direct them in a caring and compassionate way. Ensure excellent client services at all times.
2. If Bilingual: All services and essential job functions must be able to be delivered/performed in both English and Spanish or Cantonese successfully.
3. Conduct intakes and assessments and determine clients' needs.
4. Develop effective case plans for clients.
5. Support clients in achieving their case plan goals.
6. Develop solutions for emergency problems, such as income, housing, health and transportation needs.
7. Provide crisis intervention as well as short and intermediate-term counseling.
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. Assist the Client Services Supervisor in developing and implementing a comprehensive case-management program for all clients as needed.

