Samaritan House currently has two case manager job openings- one based out of Samaritan House South and one based out of our SSF Safe Harbor Shelter. Under the general supervision of the Client Services Manager/the Associate Director Safe Harbor Shelter, Case Managers are responsible for providing exemplary service to Agency clients within our Social Services Departments. 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.

Case Manager’s assigned to Safe Harbor Shelter will support and assist all client services efforts as assigned including performing intakes, assisting at the front desk when there is a shortage of front desk staff and assist with trouble shooting any issues that arise with resident clients. Shelter Case Managers may be asked to work Holidays, evenings or weekends as assigned to ensure service continues with the 24/7 operations of the shelter.

**JOB QUALIFICATIONS**

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

**Education**- Master’s in social work preferred. BA in social work, psychology or relate field. In some cases related and comparable work experience may be considered in lieu of education requirements.

**Experience**- Minimum 2 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; Shelter facility case work;
- Working with populations who have co-occurring mental health, substance abuse and physical challenges; experiencing homelessness; victims of violence or trafficking.
Skills and Expertise -

- 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.
- Demonstrated knowledge of Samaritan House’s target service population;
- Successful Crisis Management experience and conflict management skills.
- Strong Analytical skills.
- Excellent Communications Skills. 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, applications and databases such as Clarity Database Systems. Ability to use telecommunication applications as assigned- zoom, skype etc.
- 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.

WORK ENVIRONMENT

References and background checks will be conducted by Samaritan House prior to employment. You must have the physical, visual and auditory ability to perform the essential functions of the job, ensure a safe/secure work environment and respond to any emergencies with or without reasonable accommodations. Regular and repeated use of motor coordination and hand motions for filing, computer data entry and writing. Candidate should have the physical ability to occasionally lift and/or move items (approximately 20 lbs). Occasional sitting, walking, carrying, reaching, speaking, listening for extended periods of time. Work environment can be high stress and fast paced. This position will not require use of company mobile devices under normal conditions- during Pandemic we may provide mobile devices as needed.

ESSENTIAL FUNCTIONS OF THE JOB

1. Deliver High Quality Client Services: Client services will be delivered with compassion for clients and for their crisis. All services to be provided within agency values, protocols, legal regulations and within professional boundaries to all. Services are to be provided in person unless under social distancing orders during pandemic follow agency protocols for telecommunications with clients.
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 Supervisor in developing and implementing a comprehensive case-management program for all clients as needed.
11. Manage Case Files (both paper and digital) in an effective, timely and compliant manner. This includes but is not limited to closing out files within deadlines, maintaining audit ready files both hard copy and digital, and maintaining files according to federal, state, local and industry standards and regulations.
12. Manage and maintain complete, accurate and organized client files (paper and digital) including entering relevant data into necessary databases including Clarity, Homeless Management Information System (HMIS) and other appropriate data systems.
13. Case Mangers regardless of assigned program will support the front desk operations of the department as assigned including but not limited to client reception, telephone support, troubleshooting, intakes, and general customer service tasks.
14. Assist in preparing weekly, monthly, quarterly and annual statistical reports.
15. Assist in the production and analysis of reports to assess the effectiveness of case plans and client progress.
16. Manage client concerns/issues with supervisor input as needed. Trouble shoot issues.
17. Provide active support to clients, staff and volunteers and other Client Service related teams as assigned.
18. Provide recommendations for policy/procedural changes for case management and ensure the implementation of those changes.
19. Meet regularly with staff as needed to discuss case management operations, keeping them informed and allowing for input related to case management.
20. Ensure data quality standards are met.
21. 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.
22. Represent the organization in a professional and courteous manner at all times.
23. 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.
24. Work Flexible Schedule as needed to cover 24/7 operations of Shelter if assigned to shelter.
25. Report and complete any necessary incident reports within 24 hours. Review the incident report(s) and discuss with Client Services Manager, as needed.
26. 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.
27. Other duties as assigned.

**HOW TO APPLY**

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@samaritanhousesanmateo.org  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.

**ACKNOWLEDGMENT**

*Please sign below in acknowledgment that you have received and understand the job description of Case Manager.*

Assigned Location: ______________________

__________________________________  ________________________________
Employee Signature                  Date                                   Supervisor Signature                      Date

__________________________________  ________________________________
Supervisor Signature                Date                                   Director of Human Resources                Date

Samaritan House CM all programs    Rev: Cg  April 2020