



## POSITION DESCRIPTION

Position Title:	Shelter Services Case Manager
Incumbent:	VACANT
Department:	Shelter Services (SSF+RW+SM)
Supervisor:	Associate Director of Shelter Operations
FLSA:	Hourly/Non-Exempt/ Full-Time
Wage:	27.00 per hour
Effective Date:	TBD

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.

This position will serve in our Shelter Services Department which is comprised of three locations: Safe Harbor Shelter Program, a congregate shelter in the city of South San Francisco; El Camino House (San Mateo) Pacific Emergency Shelter (Redwood City), both non-congregate hotel shelter programs. Safe Harbor is a 90-bed shelter, El Camino House is a 40+ Room Shelter and Pacific Shelter is a 75+ room hotel shelter for homeless adults, some of whom struggle with substance-abuse problems and/or physical & mental illnesses. Under the general supervision of the Associate Director of Shelter Services, the Shelter Services Case Manager is responsible for coordination and management of short and long-term needs of the clients experiencing immediate challenges related to self-sufficiency. This position will meet with clients on a daily basis as well ensure the completion of any associated administrative duties in a timely fashion. In addition, the Shelter Case Manager communicates with other agencies (medical and non-medical) and provides referrals as needed. Case Management of Shelter Clients will be more clinical in nature and done under the guidance and supervision of the supervisor who is an LCSW. These positions will operate within HIPAA compliance regulations, as well as federal, state, local, industry and agency regulations and policies. Please note this position will be based our of the Safe Harbor Shelter site.

**Post pandemic – candidates must follow all covid safety precautions required by the agency. While this position will be onsite mainly there may be occasions when we require remote work.**

## JOB REQUIREMENTS

Preferred Requirements include but are not limited to:

- **EDUCATION:**
  - Masters in Social Work
  - Bachelor's degree in Social work or related field.
- **EXPERIENCE:** Minimum four years of experience in the following:
  - Working as an advocate with other Non-Profit Agencies;
  - Case management experience with a clear understanding of the principles and procedures of case management work and required regulations;
  - Mental health counselor or related field;
  - Assessment and planning;
  - 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;
- **CERTIFICATIONS and LICENSES:**
  - MSW preferred
- **General Requirements:**
  - Excellent Crisis Management Skills
  - Excellent Communication Skills both written and oral. Bilingual/bicultural proficiency in English and Spanish is helpful. Ability to understand and follow oral and written directions in an independent manner.
  - Strong computer proficiency is required! Excellent Computer Proficiency with Microsoft Office Suite, ability to quickly learn new database systems (i.e., Clarity Systems). Excellent data management skills- Ability to complete timely data entry and work with information management systems.
  - Excellent organizational skills and time management skills- Ability and capacity to efficiently and successfully manage time in a very busy work environment with large client/work load. Ability to multi-task with ease and prioritize effectively. Must be able to successfully manage and maintain accurate records/files in a timely fashion and be able to prepare any necessary data or reports.
  - Ability to work and organize required activities according to Samaritan House policies, procedures and best practices which include any related industry, federal, state, or local agency requirements.
  - Must have the strong ability to conduct all business and interactions with all constituents in a highly ethical manner demonstrating high level of integrity as well as the ability to maintain appropriate professional boundaries with all constituents.
  - Must be able to exercise appropriate and sound judgment with tact and diplomacy both under normal and stressful situations. Must be able to maintain professionalism and appropriate composure when faced with escalated situations and must be able to de-escalate situations when needed.
  - Excellent ability to work within and meet deadlines.
  - Must possess a solutions-based approach to problem solving. Ability to be creative and show initiative.
  - Ability to establish and maintain successful and effective relationships with Samaritan House constituents and partnering agencies
  - Must have flexibility with work schedule, which may include evenings (swing or grave shifts), holidays and/or weekends as needed.
  - Ability to drive to other Agency or partner locations -must have dependable transportation with insurance, and an excellent driving record.

## WORK ENVIRONMENT AND BACK GROUND CHECK

References and back ground 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 require use of company mobile devices under normal conditions: laptop and cell phone.

Operations under Pandemic – As an essential worker, this position will operate on site during the COVID Pandemic as well as remote when needed. All external contact will be through telecommunication methods and not in person. While on job site, all employees are required to wear masks and the practice of social distancing and appropriate sanitation protocols is required at all times. Violation of Mask, Sanitation and Social Distancing Protocols will result in removal from Agency property. Position will be evaluated for equipment needs - TBD.

**ESSENTIAL FUNCTIONS OF THE POSITION**

1. Perform and complete primary interview and physical health assessments of each client within 10 days of arrival at shelter. Triage new clients based on results of initial assessments.
2. Provide crisis intervention as well as short and intermediate-term counseling and referrals
3. Develop and coordinate an individualized progress improvement plan for identified clients; monitor client's progress toward assigned goals; use techniques that inspires progressive and independent action
4. Train and educate staff and clients on physical and mental health issues as needed
5. Maintain collaborative relationships with partners and other homeless health care providers
6. Communicate and collaborate successfully and effectively with agency partners as needed related to case management for each client. Represent Samaritan House with agency partners with higher level management as needed.
7. Manage and maintain a caseload of 15-20 (or # as assigned) Safe Harbor clients, this includes accurate and complete records for each client under the supervision of the Associate Shelter Director(s).
8. Communicate and collaborate regularly and consistently with all case managers on clients referred for additional services or other needed services.
9. Assist and collaborate with Shelter Intake Coordinator(s), Program Aides and Front Desk Functions as assigned and needed.
10. Assist clients in developing and following a case plan with the intent of moving them from crisis to economic security as the ultimate goal.
11. Develop solutions for emergency problems, such as but not limited to health care, income and benefits assistance, employment and/or transportation needs
12. Serve as a liaison between clients and other community partners or agencies, specifically serving as an advocate on the clients behalf related to their care.
13. Provide necessary follow-up and appropriate client assistance for client needs, i.e. forms completion, letter writing, translation services, etc.
14. Manage, maintain and complete appropriate data records and required case management files (physical and digital) in requisite timely manner (update to date status) and according to Shelter practices and procedures.
15. Prepare data reporting -monthly and quarterly statistical reports
16. Complete incident reports within 24 hours or per program procedures, whichever is sooner.
17. Attend any assigned agency, community or department meetings or trainings.
18. Other duties as directed.

**ACKNOWLEDGMENT**

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

\_\_\_\_\_  
Employee Signature                      Date

\_\_\_\_\_

\_\_\_\_\_  
Supervisor Signature                      Date

\_\_\_\_\_  
Director of Human Resources      Date

**Signed copy provided to Employee**

**Date:** \_\_\_\_\_

*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.*

*Samaritan House is an equal opportunity employer.*