



POSITION DESCRIPTION

Position Title: **Client Services Case Manager - Engagement Specialist**
Candidate: TBD
Department: Client Services
Supervisor: Client Services Supervisor
FLSA: Full-Time/Hourly/Non-Exempt
Salary Range: \$29.33/ \$61000 annual
Effective Date: ASAP

OUR IMPACT

For over 50 years, Samaritan House has been leading the fight against poverty in San Mateo County. We're the only organization that delivers the full breadth of essential services and personalized support to the working poor. By ensuring our clients are fed, clothed, healthy, and housed, we help them create their own stability and remain an active, successful part of our community. After all, an enduring community is only possible when every person has the resources they need to live.

OUR CULTURE

We're passionate about providing our employees with a supportive work environment and experiences that help them grow. We offer excellent opportunities for individuals with proven strong, creative, results-driven leadership skills and stellar work ethics. We welcome candidates who love working with people of diverse backgrounds and want to make a difference by fostering community care for our neighbors in need.

YOUR IMPACT

Under the direct supervision of the Client Services Supervisor, Client Services Case Manager - Engagement Specialist are responsible for providing exemplary service to Samaritan House 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' well-being; research and refer clients to community resources; respond to clients in crisis situations; and collaborate and work effectively within a variety of diverse public and private organizations.

This position includes a strong focus on follow-up care, financial assistance, and community outreach. Engagement Specialist will support clients through every stage of their service engagement—including processing paperwork after appointments with the Homelessness Prevention Case Manager (HPCM), coordinating with partner agencies such as HIF and SVdP, and conducting proactive outreach to low-income housing sites, senior centers, and similar community spaces. Engagement Specialist also ensure accurate tracking of client outcomes through 6-month and exit matrix assessments.

JOB QUALIFICATIONS

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

EDUCATION:

- Bachelor's degree in social work, psychology, or a related field required. Equivalent work experience may substitute in some instances.

EXPERIENCE: Minimum 2 years of experience in the following:

- Case management with a clear understanding of best practices.
- Working with the public and community-based organizations.
- Inter-agency collaboration experience.

GENERAL REQUIREMENT:

- Bilingual/bicultural proficiency in English and Spanish preferred.
- Strong crisis and conflict management experience.
- Excellent analytical, oral, and written communication skills.
- Proven ability to maintain confidentiality and professional boundaries.
- Sound judgment with tact and diplomacy in both routine and high-stress situations; able to remain composed and professional during escalations.
- High ethical standards with integrity, transparency, and compassion in all interactions.
- Proficient in Microsoft Office Suite and quick to learn data management systems (e.g., Clarity, CORE, HMIS).
- Accurate data entry; strong organizational, time management, and multitasking skills; adaptable in a fast-paced environment.
- Strong emotional intelligence and resilience.
- Familiarity with the local service landscape for economically challenged individuals.
- Effective interpersonal skills; able to work independently and collaboratively.
- Reliable in meeting deadlines and completing tasks in a timely manner.
- Committed to serving diverse populations with respect and cultural sensitivity.
- Solutions-oriented with creativity, initiative, and the ability to de-escalate issues; self-starter.
- Ability to follow agency policies and align work with regulatory requirements and best practices.
- Flexible schedule, including availability for evenings and weekends as needed.
- Valid driver's license with clean driving record; able to travel to various agency sites as assigned.

PHYSICAL REQUIREMENTS AND BACKGROUND CHECK

References will be conducted by Samaritan House prior to employment. All employees will undergo formal criminal record background checks. 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. Work involves occasional travel. Regular and repeated use of motor coordination and hand motions for computer data entry and writing. Extended periods of sitting. Must be able to focus on single or multiple subject matters for extended periods of time. 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. This position will require the usage of a mobile device or other assigned equipment, which will be provided.

ESSENTIAL FUNCTIONS OF THE JOB

1. Provide compassionate, professional, and high-quality service to clients.
2. Conduct client intakes and assessments to determine eligibility and immediate needs.
3. Develop individualized, client-centered case plans with achievable goals.
4. Support clients in achieving their case goals by providing follow-up, resources, and accountability.
5. Identify and address emergency needs, including income, housing, food, medical, and transportation.
6. Serve as backup Client Service Registrar as needed.
7. Offer short- and intermediate-term crisis intervention and support.
8. Advocate for clients and act as liaison with internal programs and external agencies.
9. Assist clients with completing forms, documentation, translation, and general navigation support.
10. Manage client case files with attention to compliance, accuracy, and timely closure.
11. Enter and maintain accurate data in Clarity, CORE, HMIS, and other relevant databases.
12. Follow up on paperwork after Homelessness Prevention Case Manager (HPCM) visits to ensure necessary documentation is submitted.
13. Conduct post-HPCM visits to collect signatures and complete financial assistance paperwork (including check request documentation, when applicable).
14. Refer clients to Housing Industry Foundation (HIF) and Saint Vincent de Paul (SVdP), and conduct financial assistance intakes for both programs.
15. Accept, respond to, and follow up on partner referrals for currently enrolled clients.
16. Conduct proactive outreach to low-income housing units, affordable housing complexes, senior centers, libraries, and community centers to connect with residents and offer support.
17. Complete 6-month follow-up matrix assessments and exit matrices for all applicable clients to evaluate progress and close out cases appropriately.
18. Participate in case conferencing to coordinate care across internal and external teams.

19. Generate and submit regular reports (weekly, monthly, quarterly, and annual) as assigned.
20. Participate in regular team meetings, supervision, training, and inter-agency collaborations.
21. Maintain compliance with agency policies, procedures, and all regulatory standards.
22. Handle and escalate client concerns or incidents appropriately and in a timely manner.
23. Submit incident reports within 24 hours and debrief with a supervisor.
24. Represent Samaritan House with professionalism and positively in all settings.
25. Provide support and mentoring to peers, volunteers, and interns when appropriate.
26. Perform 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 HR Specialist/Recruiter

4031 Pacific Blvd. San Mateo, CA 94403

E-mail: jobs@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 Engagement Specialist

Employee Signature

Date

Supervisor Signature

Date

Vice President of Human Resources Date