



# POSITION DESCRIPTION

**Position Title:** Shelter Service Case Manager  
**Candidate:** TBD  
**Department:** Shelter Services  
**Supervisor:** Director of Shelter Services  
**FLSA:** Full-Time/Hourly/Non-Exempt  
**Salary Range:** \$28.00 per hour  
**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 general supervision of the 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.

While employees may be assigned a specific job site and shift, all final candidates must be able to work in all Shelter Service Location Sites (San Mateo, South San Francisco, Redwood City) and have the flexibility to work Day, Swing, Grave shifts as needed in a 24/7 Operation.

## JOB QUALIFICATIONS

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

### EDUCATION:

- Masters in Social Work preferred.
- Bachelor's degree in social work or related field.

### EXPERIENCE: Minimum 4 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;

#### **KNOWLEDGE, SKILLS, AND ABILITIES:**

- Bilingual and Bicultural English and Spanish not required but preferred.
- 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.

#### **PHYSICAL REQUIREMENTS AND BACKGROUND CHECK**

Candidate must have the physical, visual, and auditory ability to perform the essential functions of the job and to respond to emergencies with or without reasonable accommodations. Reference checks and background checks will be performed prior to and at commencement of employment. Candidate must be able to work in a clinic environment with occasional-to-regular interruptions. Activities may include but are not limited to: repetitive hand/arm motion (computer work), extended periods of standing and/or sitting at a computer workstation, regular travel, occasional bending, pulling, pushing, reaching, lifting, and carrying up to 20 pounds. This position will require the usage of a mobile device or other assigned equipment, which will be provided. Position is on site with occasional travel to partner agencies as assigned. Traditional business schedule while program is developed. When program is launched schedule will require flexibility to meet with clients which includes some evenings as needed.

#### **ESSENTIAL FUNCTIONS OF THE JOB**

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.

## 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](mailto: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 Shelter Services Housing Liaison*

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

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

\_\_\_\_\_  
Vice President of Human Resources      Date