



POSITION DESCRIPTION

Position Title: **Homelessness Prevention Case Manager**
Candidate: TBD
Department: South County Core
Supervisor: Associate Director of Client Services
FLSA: Full-Time/Hourly/Non-Exempt
Salary Range: \$31.50 / hr
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 Associate Director of Client Services, the Homelessness Prevention Case Manager 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 role focuses heavily on responding to immediate crises, evaluating client situations in real time, and offering targeted intervention strategies. Homelessness Prevention Case Manager will manage all financial assistance requests, ensure timely and accurate client assessments, and use appropriate data systems such as Clarity to track service delivery, progress, and outcomes. In addition, Homelessness Prevention Case Manager will actively participate in case conferencing to coordinate care and ensure the most effective support for each client.

Case Managers will maintain a caseload of approximately 20 clients, requiring high-level organizational, interpersonal, and documentation skills.

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 3 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 but not required
- Crisis and conflict management experience required.
- Excellent analytical, oral, and written communication skills.
- Excellent computer proficiency in Microsoft Office Suite and ability to learn data management systems (e.g., Clarity, CORE, HMIS).
- Emotional resilience and ability to remain calm and professional in high-stress situations.
- Strong organizational and multitasking abilities with attention to detail and timely follow-through.
- Ability to work flexible schedules is essential.
- Ability to establish and maintain successful and effective interpersonal relationships with all agency constituents. Must be able to work independently and collaboratively within teams.
- Proven ability to conduct all interactions with all constituents in a highly ethical manner demonstrating high level of integrity, transparency and compassion in all work.
- Ability to meet deadlines and complete all work in a timely manner.
- Excellent data entry skills; strong organizational and time management skills; strong and effective multitasking skills. Accuracy and attention to detail is important as well as flexibility to meet the evolving needs of the department in a fast-paced work environment.
- Strong ability to maintain confidentiality and maintain excellent professional boundaries with constituents.
- Ability and desire to work with various constituents of diverse backgrounds.
- Demonstrated ability to exercise appropriate judgment with tact and diplomacy both under normal and stressful situations. Must be able to maintain appropriate composure and professionalism when faced with escalated situations.
- Emotional resilience and ability to remain calm and professional in high-stress situations
- Demonstrated solutions-based approach to problem solving in an effective, efficient and timely manner. Ability to be creative and show initiative. Self-starter. Ability to de-escalate issues.
- 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.
- Clean driving record- ability to get to and from job sites within the Agency 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. Offer short- and intermediate-term crisis intervention and support.
7. Advocate for clients and act as liaison with internal programs and external agencies.
8. Assist clients with completing forms, documentation, translation, and general navigation support.
9. Manage client case files with attention to compliance, accuracy, and timely closure.
10. Enter and maintain accurate data in Clarity, CORE, HMIS, and other relevant databases.
11. Focus on responding to immediate crisis situations, ensuring timely and appropriate intervention.
12. Manage and document all financial assistance requests, including rent, utilities, and transportation.
13. Conduct a full assessment of each client's needs and eligibility for services.
14. Complete the Initial Matrix Assessment during intake to evaluate stability domains.

15. Input all client service details, notes, program assignments, and dispositions into Clarity (HMIS).
16. Participate in case conferences with team members and partners to ensure coordinated care.
17. Generate and submit regular reports (weekly, monthly, quarterly, and annual) as assigned.
18. Participate in regular team meetings, supervision, training, and inter-agency collaborations.
19. Maintain compliance with agency policies, procedures, and all regulatory standards.
20. Handle and escalate client concerns or incidents appropriately and in a timely manner.
21. Submit incident reports within 24 hours and debrief with a supervisor when needed.
22. Represent Samaritan House with professionalism and respect in all settings.
23. Provide support and mentoring to peers, volunteers, and interns when appropriate.
24. 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 Homelessness Prevention Case Manager

Employee Signature

Date

Supervisor Signature

Date

Vice President of Human Resources Date