



Mission: *To offer resources for building health relationships and to work with community partners to provide services for healing the effects of interpersonal violence.*

Vision: *A community unified in peace and justice for the safety and well-being of every individual.*

TITLE: **Housing Case Manager**

GENERAL DESCRIPTION:

Join a passionate, dynamic team dedicated to eliminating all forms of power-based personal violence, promoting peace, justice, freedom, and dignity for all. The ideal candidate is a warm, self-starter deeply committed to providing services from a strengths-based, social justice and anti-oppression framework.

This position provides trauma informed care primarily to Clients at the *Client Services Center (CSC)* with occasional requests to provide coverage at our Emergency Shelter.

JOB DESCRIPTION:

Case management duties include budgeting and counseling on basic life skills, and advocacy for health care, legal services and benefits, such SSI/SSDI. This program includes using harm reduction strategies to enable the participants to acquire and permanently retain housing.

BEGINNING SALARY:

For 2022: \$22.50/hr (\$21.50 prior to Crisis Intervention Training)

January 2023: rate increases to \$26/hr (\$25 prior to CIT)

SUPERVISOR:

Shelter Manager

STATUS:

Non-Exempt, 40 hours per week

BENEFITS:

Holiday, vacation, and sick days, 401k/employer match contribution, medical insurance

QUALIFICATIONS:

- 2 years in social services, can be substituted with relevant education and lived experience
- Bilingual candidates encouraged to apply, \$1.50/hr pay differential if able to provide services in Spanish or ASL
- Ideal candidate has knowledge of housing related resources, housing rights issues and experience working with individuals/families experiencing homelessness, and providing services to victims
- Must have Crisis Intervention Training certification with emphasis on power-based personal violence, or be able to successfully complete state required training (training provided by CBV).
- Have a reliable means of transportation, valid driver's license and insurance, willing to provide transportation to clients
- Must pass Live Scan.
- Reliable means of mobile communication and cell service/landline at your home.
- Ability to respond to a crisis line call out within 30 minutes.

SKILLS AND KNOWLEDGE:

- Must abide by the Employee Manual and Community Beyond Violence (CBV) Policies and Procedures and adhere to CBV competency, ethical standards, values and mission.

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- Open and willing to work through change in the workplace.
- Must embrace principles of trauma informed care and commit to on-going personal growth.
- Adhere to the philosophy that Clients are an expert in their own healing and all participation in services are voluntary
- Participate in on-going training in power-based personal violence, DEI, and related fields
- Handle multiple tasks, manage time
- Work both independently, as well as collaboratively with team members.
- Communicate sensitively and without judgment and to abide by agency confidentiality policy.
- Be flexible with work hours.
- Possess emotional maturity and stability, and role model non-violent behavior in resolving conflicts and exercise appropriate boundaries.
- Accept and work with people from diverse personal and cultural backgrounds.
- Adheres to strict boundaries and professional ethics in the care of others.

DUTIES AND RESPONSIBILITIES:

A. Housing Counseling

1. Assist clients with housing search and rental assistance.
2. Attend move-ins/Lease signings whenever possible.
3. Develop landlord relationships for the purpose of acquiring housing for clients.
4. Surveys rental market for affordable housing, develops and maintains current listings of affordable housing and community resources for client referrals.
5. Submit Check Requests for approval and processing regarding clients deposits, moving expenses, etc.
6. Manages housing referral list and completes intakes with clients
7. Provide case management including the development of action/service plans for clients, advocacy, information and referrals to community service providers
8. Meet/follow up weekly (or bi-weekly) with Housing Program clients to develop a case plan and to follow up on accomplishments to be tracked.
9. Transport clients in agency vehicle to housing, legal, social services, social security, and other case management related appointments as needed to assure client success.
10. Provide confidential, client-centered, trauma-informed services.
11. Provide individual crisis intervention and peer counseling services as needed.
12. Attend on-line training for SSI/SSDI Outreach, Access and Recovery (SOAR), support clients with SSI/SSDI applications
13. Train in *Ready to Rent* curriculum; facilitate *Ready to Rent* (or similar) classes for individuals experiencing homelessness from CBV
14. Maintain accurate documentation of service objectives and efforts to outcomes, maintain client related data systems, including case notes and complete entries.
15. Assist Housing team with coordination of residential support services to ensure clients have tools to sustain permanent housing
16. Maintain an in-depth knowledge of Housing Choice Voucher, Project Based Voucher and Special Population program rules and procedures.
17. Participate in weekly housing team meetings, staff meetings, etc
18. Coordinate and deliver donations of household goods/furniture, etc. for housing clients
19. Assist with shelter coverage as needed
20. Attend community collaboration meetings and, such as case conferencing meetings, SOAR meetings, CoC committees, etc
21. Provide outreach to under-resourced populations
22. Provide education on our services to local agencies and CIT classes
23. Other duties as assigned

B. Crisis Intervention

1. Provide phone and in-person counseling and safety planning services to victim/survivors of interpersonal violence.
2. Provide support services to clients, including assisting with temporary restraining orders, advocacy, and accompaniment to court, social services, law enforcement, SART exams, resource and referrals, transportation in personal vehicle, and “warm hand offs”.
3. Provide coverage for CBV’s 24-hour Crisis Line including 24-hour response to emergency calls from law enforcement, hospital or emergency shelter.
4. Assist clients in applying for compensation through the CA Victim Compensation Program, CalFresh, Calworks, and other social service applications.
5. Provide encouragement and support to clients to identify their values, needs, goals, and action steps.
6. Assist with clothing, food, housing, income, childcare, and transportation needs; helping clients address barriers.

PERSONAL QUALIFICATIONS: Ability to follow oral and written directions. Must be flexible, creative and take initiative in handling emergencies. Compassion and understanding for people in crisis. Strong administrative, interpersonal and communications skills. Willingness to further education.

LANGUAGE SKILLS: Ability to write business correspondence, reports and applications. Ability to effectively present information and respond to questions from groups and individuals.

REASONING ABILITIES: Ability to problem solve with clients and co-workers towards accomplishing resident case management goals, program goals and objectives, and funding requirements.

PHYSICAL REQUIREMENTS: This position requires the ability to operate office equipment. The employee is frequently stationary and moves through the work site intermittently. Must be able to move objects up to 25 lbs. Must be able to physically function in an office environment to perform requirements of position.

Reasonable accommodations can be made for qualified employees with disabilities.

*Community Beyond Violence is an Equal Opportunity Employer.
Positions are grant funded and subject to possible funding loss.
Elements of this job description are periodically evaluated and subject to adjustment by CBV.*