



Permanent Supportive Housing Case Manager Job Description

At Building Futures, we believe everyone deserves a safe place to call home. The agency is an Alameda County leader providing a safety net of services to help individuals and families rebuild safe and stable lives free from homelessness and family violence. We operate three emergency shelters; a full spectrum of domestic violence outreach services; a supportive housing site; and a rapid re-housing program. As a Housing First agency, all of Building Futures' programs and services prioritize linking our clients with housing.

Classification: 1.0 FTE Full time, non-exempt employee

Compensation: \$25 - \$30 per hour, commensurate with experience, Building Futures pays 100% of employee premiums for health insurance, dental and vision coverage. Holiday, vacation, and sick pay.

Position Summary: The Case Manager at our transitional housing site, Bessie Coleman Court at Alameda Point will be a key force towards the development of a community that encourages clients to participate in services and activities. The Case Manager will be a part of a collaborative service team. The Case Manager will provide case management and referral services that offer an entry into supportive services for formerly homeless individuals and residents of Bessie Coleman Court (BCC) at Alameda Point. The Case Manager will also support the resident's path to end violence and establish necessities to rebuild for their future.

Essential Functions:

- Complete intake interviews with all new adult residents and each of their children, including completion of Alameda Point Services Intake form.
- Conduct an orientation to inform the new residents of the services available, and of responsibilities of tenancy.
- Carry out a participant needs assessment and develop individualized service plans for each resident, linking residents to resources and providing referrals for residents to meet their service, disability or hardship needs; inform Program Manager when service gaps arise.
- Assess and refer clients to mainstream resources and support programs when appropriate, including life skills, employment, mental health, childcare, transportation, education programs, providers operating at the service center, and act as an advocate to help clients successfully access these resources.
- Provide outreach to families. Develop and implement engagement strategies to encourage adults and family members to use services provided.
- Update families service plans every 6 months.

- Monitor client progress and service delivery during their stay to ensure that it is comprehensive and helping to meet their service plans.
- Assist in ensuring shelter services are coordinated, client-centered and consistent with the agency's mission.
- Plan and coordinate activities for the children at BCC.
- Facilitate conflict resolution, crisis intervention, and crisis management, as needed.
- Maintain accurate records and documentation on all tenant contact and file appropriately.
- Prepare and turn in necessary reports as instructed.
- Other duties as assigned by supervisor or as needed.

Essential Participation:

- Participate in weekly case conference meetings.
- Conduct at least two education/support group meetings per week.
- Assist with the upkeep of the site.
- Facilitate support groups for the parents residing at BCC.
- Participate in Service Meetings at the Alameda Point Collaborative.
- Responsible for health and safety of clients and staff while at shelter site.
- Develop and maintain professional relationships with community organizations in the City of Alameda.
- Other participation efforts as assigned.

Qualifications and Competencies:

- Bachelor's degree or equivalent work experience.
- Knowledge of Alameda County resources for homeless and underserved populations.
- Minimum of two years case management and/or direct service delivery, preferably working with issues of homelessness and/or domestic violence, substance abuse, mental health and child abuse prevention.
- Ability to interact in a supportive and professional manner with a diverse population of women and children.
- Skilled in handling multiple tasks at a given time.
- Capable to build individual life skills, including family finance and budgeting skills.

Physical Requirements & Working Environment:

The work environment and physical demands described are representative of those required by employee to perform to the essential functions of this job with or without reasonable accommodation.

- Ability to work at a desk or computer workstation.
- Ability to perform repetitive office tasks.
- Ability to review a wide variety of materials in electronic or hard copy form.
- Sufficient manual dexterity to enable the employee to operate a personal computer, phone, and related equipment.
- Must be able to lift 25 pounds.

To Apply:

Email your resume and cover letter to HR Manager, Esther Nand at enand@bffc.org. In your cover letter, explain why you would like to join our team and are the best candidate for the job. Please title attachments with your first and last name. Only applications that include all requested documents are considered. Submissions will be reviewed daily. We are looking to hire as soon as possible, first come first serve, and position is vacant until filled. Only short-listed candidates will be contacted. No phone calls please.

Notice: This description is to be used as a guide only. It does not constitute a contract, commitment or promise of any kind. Building Futures reserves the right to change, add, delete, upgrade or downgrade the position as dictated by business necessity at anytime with or without notice.

Building Futures with Women and Children is an Affirmative Action /Equal Opportunity Employer which hires without regard to race, gender, color, religion, sexual orientation, national origin, age, physical or mental disability, citizenship status, veteran status, or any other characteristic prohibited by federal and state law.