



Case Manager Job Description

Based in San Leandro, Building Futures is an Alameda County leader providing a safety net of services to help individuals and families rebuild safe and stable lives after homelessness and family violence. To accomplish this aim, the agency provides a continuum of care including two homeless shelters; a domestic violence safe house; a full spectrum of domestic violence outreach services; a transitional and permanent housing site; and rapid rehousing programs which serves target populations including military veterans, families reuniting after CPS involvement, survivors of domestic violence, and others.

Position Title: Case Manager

Reports to: DV Program Manager

Supervises: None

Status/Compensation: 1.0 FTE, Non-exempt, \$23 - \$25 per hour, full benefits

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. The Case Manager will also support the resident's path to end violence and establish necessities to rebuild for their future.

Essential Functions:

- Develop a case plan to assist families with establishing and meeting housing goals and identifying appropriate steps towards achieving goals, including modifying goals as needed, and evaluation of progress.
- Carry a caseload of families, which may include home-based case management. Provide intensive case management services for applicable households.
- Promote and facilitate active participation by clients in program services.
- Maintain accurate daily logs, case notes and files for all clients
- Collect and enter program data as needed including but not limited to HMIS.
- Attend and participate in scheduled case review meetings, staff meetings and trainings.
- Other duties as assigned.

Work Experience & Competencies:

- Bachelor's Degree or Equivalent Professional experience in the human services or related field and demonstrated experience in rental housing programs for low income, special needs individual and families.
- Minimum of three (3) years of experience working in housing field with strong knowledge of the Alameda County housing market and geography.



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- Must possess one (1) year of field experience working with people with serious mental illness, individuals with a dual diagnosis and/or the homeless population.
- Valid California Driver's License, car insurance and personal vehicle.
- Knowledge of federal, state and local fair housing laws.
- Ability to build supportive and respectful working relationships with staff and clients alike.
- Proven ability to work independently and as a team, being an effective and collaborative leader.
- Skilled at communicating with a team responsible for their own work but sharing the responsibility of the overall success of the program.
- Navigating through new roles with the intent of seeing them through to success.

Physical Requirements & Working:

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 ("Keisha_Taylor_Resume and CoverLetter.pdf"). 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 any time 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



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mental disability, citizenship status, veteran status, or any other characteristic prohibited by federal and state law.