



## Clinical Case Manager

### **Position Summary:**

This position is responsible for assisting resident-clients at two of our supportive housing sites with thriving in their community. Clinical Case Managers achieve this by assisting clients with becoming self-sufficient, independent, with limited resources. Our Supportive Housing program seeks case managers that are capable, consistent and reliable and passionate about helping individuals and families access services that will enhance their lives. The approach to clinical case management services that will employ developing and supporting our communities where clients feel welcomed and encouraged to participate in services and activities offered by the organization. Clinical Case Managers are a part of a collaborative service team working toward the goal of ensuring the success of its clients in Alameda County.

### **Essential Duties and Responsibilities:**

- Provides clinical case management, assessment and referral services to all resident clients at Bessie Coleman Court, with a particular focus on providing services that are culturally and trauma-informed, as well as client-centered.
- Assist clients with securing the full range of social services available to individuals and families, while providing as needed crisis interventions and de-escalation services.
- Maintains accurate and timely documentation on all resident demographics, issues, requests, statistics, incidents, program attendance, interactions and outcomes through online services software.
- Monitors, documents and helps clients prevent and manage cognitive, emotional and physical health conditions and assist clients by coordinating care with other service providers.
- Assist clients with evaluating and assessing underdeveloped psychosocial or life skills that contribute to housing stability and overall wellness

- Design, implement, facilitate and encourage participation via outreach of weekly supportive housing groups that address client's psychosocial needs and opportunities for enhancing critical life skills.
- Meets consistently and routinely with assigned clients for supportive services, includes co-creating a case plan, providing emotional support and counseling, making home visits, and other tasks/assignments as needed.
- Maintains client confidentiality and professional boundaries with the client population according to guidelines and supervision, and accurately reports incidents of abuse and neglect to Adult and Child Protective Services as mandated by law.
- Exercises good judgement and objectivity, based on analysis, evaluation, and risk assessment in determining what to handle without help, and when to ask for guidance of help in prioritizing from supervisor.
- Communicates consistently and constructively with Property Management staff, on behalf of the program and clients.
- Other duties as assigned, including administrative tasks.

**Qualifications:**

- Bachelor's Degree in Social Work, Psychology, Public Health, or related Human Services field of the equivalent professional background is preferred.
- Minimum of 2 years of Case Management experience or training, including familiarity with the four-models of case management is strongly preferred.
- Must be sensitive to the needs and concerns of the clients.
- Knowledge of Alameda County resources and social services for the homeless, victims of domestic violence and underserved populations is strongly preferred.
- Must be able to work independently, think critically, creatively problem solve, and manage time effectively.
- Strong written and oral communication skills required.
- Community networking skills, knowledge of civic engagement and intergenerational program activities is a plus.
- Domestic Violence Counselor Training Certification preferred or the ability to obtain certification soon after hire.
- Proficient in MS Office and experience with database reporting.
- Ability to conduct educational and/or support housing group meetings.

## **Work Environment and Physical Requirements**

The work environment characteristics and physical requirements described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the following essential functions.

- Lift, push, pull up to 25 lbs. occasionally.
- Walk indoors for extended periods of time.
- Walk Outdoors for extended periods of time.
- Sitting in office environment for extended periods of time.
- Occasional climbing up and down stairs.
- Emergency situations, sometimes requiring assistance of outside authorities.

## **Compensation and Benefits**

The Clinical Case Manager is a full-time position compensated DOE. Building Futures pays 100% of employee premiums for health insurance, dental and vision coverage. Holiday, vacation and sick pay. Office location: Alameda and Oakland (This role may mostly work from home during “shelter-in-place.”)

## **How to Apply**

Email your resume and cover letter to [ClientServicesJobs@bfwc.org](mailto:ClientServicesJobs@bfwc.org)\* (subject line “Clinical Case Manager”). Please name and save your attachments with your first and last name in the title (i.e. "Sara\_Martinez\_Resume\_and\_Cover\_Letter.doc.")

Only applications that include all requested documents are considered. Questions regarding the role may be submitted to [ClientServicesJobs@bfwc.org](mailto:ClientServicesJobs@bfwc.org) (subject line “Clinical Case Manager”). Please, no calls. Only short-listed candidates are contacted.

**Equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.**