



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.

Reports to: Emergency Services Director

Classified: Full Time, non-exempt

Compensation: \$47,000 - \$52,000 per year, commensurate with experience, Building Futures pays 100% of employee premiums for health insurance, dental and vision coverage. Holiday, vacation, and sick pay.

Position Summary: Provides case management services for families including assistance with obtaining housing, developing life skills/income, and achieving greater self-determination. The Case Manager is supervised by the Program Director.

Essential Functions:

- Conduct comprehensive “housing-first” assessment to identify participants’ strengths, resources and obstacles towards securing permanent, sustainable housing in the Bay Area. Assist clients in completing housing applications, including obtaining all documents necessary for a successful application.
- Support move-in to new unit, inspections, and develop plans for rent payment crisis and daily living.
- Provide case management to participants after housing placement, supporting them in adjusting to housing and building long-term connections to community services.
- Coordinate field trips to housing fairs, housing appointments, and other related trips.
- Address the change of “home” and familiar location with tenants; the potential for isolation, how to pay bills, manager visitors and relationships, etc.
- Recruit landlords to accept subsidized housing clients, work closely with housing authority to secure leases, and maintain ongoing relationships with landlords to support client housing stability.
- Support finance department in tracking approximately 5-6 clients in rapid re-housing, at a given time.
- Link participants with services for mental/physical health, housing, substance recovery, and other services based on initial intakes and assessments.
- Help identify potential housing opportunities, complete paperwork, and prepare for transitional housing.
- Utilize motivational interviewing techniques. Explore participants’ substance abuse using Harm Reduction Model.
- Compile data, prepare reports, and maintain thorough and concise case notes.

- Participate in weekly case management and other program meetings.
- Perform other assigned duties, as needed.

Qualifications & Competencies:

- 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.
- Ability to handle multiple tasks, including service provisions, documentation, rule enforcement and crisis intervention.
- Ability to build individual life skills, including family finance and budgeting skills.
- Demonstrated sensitivity, cultural competency, and ability to build supportive, respectful working relationships and instill hope and promote self- determination.
- Proven ability to work independently and collaboratively as a team.
- Excellent verbal, writing, organizational, and time management skills.
- Proven ability to outreach and engage with the spirit of “doing whatever it takes.”
- Ability to work flexible hours, including some weekends and evenings.

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 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.