

## **Job Description: Case Manager**

### **PROJECT HOPE ALLIANCE, COSTA MESA, CA**

*Mission: Ending the cycle of homelessness, one child at a time.*

#### **PHA Philosophies:**

- We start with the conviction that ***all things are possible*** for homeless children.
- We believe ***our investment in children will yield a present and future dividend***. We end homelessness today by housing families and prevent homeless tomorrow by journeying with their children into a future that does not include homelessness.
- All of our focus is on ***ensuring that homeless children do not become homeless adults***; our work is to be ***generational disruptors***.
- We ***serve children birth to age 24*** because we ***believe journeying with them to adulthood will disrupt generational homelessness***.
- ***We help children, by supporting their parents***. At the same time, we resource the parent only if it benefits the children.
- We are ***called to*** provide children with opportunities and eliminate barriers, so they are ***free to believe*** that ***all things are possible for themselves***.
- We ***walk alongside families and children in partnership***, giving them ***dignity while fostering independence, stability, and HOPE***.
- Our ***work is not finished*** until our ***Community is able to meet the needs for the housing, educational, social-emotional, opportunity, health, and esteem needs of children***. Our greatest achievement would be to be no longer needed.

#### **Job Title: Case Manager**

Reports to: District Manager

Supervises Others: No

#### **Overview:**

The Case Management Program is designed as a multiple-year intervention for youth experiencing homelessness. These youth often experience lower academic achievement and face a variety of risk factors that cannot be quickly addressed. Such barriers include: behavioral and mental health concerns, lack of support systems, substance abuse, truancy,

teen parenthood, and involvement in gangs and the juvenile justice system. These barriers often lead to struggles in successfully achieving academic, employment, and healthy living goals. Case Managers, or youth advocates, intervene providing crisis intervention, intensive case management, follow-up, and mentoring. A Case Manager's interaction may begin anywhere from age 5 through age 24.

### **Job Duties:**

- Work on a school campus supporting youth experiencing homelessness
- Cultivate a healthy working relationship with teachers, staff and school administrators
- Work with and develop strong, healthy relationships with youth, their family members, and others involved in the youth's life.
- Develop a comprehensive case management plan, including academic support, vocational support, and social and emotional support and housing resources for each youth.
- Conduct comprehensive face-to-face assessments.
- Assist youth in crisis situations by providing coordinated referral and case management services.
- Provide instruction and skills development (life skills, career development, etc.) on an individual basis for youth as needed.
- Meet regularly with youth to support individual needs and track progress towards goals.
- Monitors youth's progress and maintains frequent communication with youth on campus and through phone calls and home visits to ensure that individual goals are being addressed and met.
- Develop and maintain detailed case files, logs, charts, ongoing progress notes, outcome measures, and other records as required by agency.
- Maintain confidentiality in matters of agency operations, personnel, and clients.
- Maintain strong relationships with school staff, administration and teachers.
- Plan and organize monthly community activities for youth to create exposure to new opportunities.
- Collect and input client data into Salesforce database in a timely manner.
- Provide information and referrals for ancillary services.

- Attend scheduled team, school, community or agency collaboration meetings and trainings as assigned.
- Exercise good judgment.
- Support existing agency policies, principles, and mission.
- Perform all other duties and special projects as assigned by management.

### **QUALIFICATIONS:**

- Bachelor's degree in Social Work, Human Services, Psychology or related field and two years of directly related experience or an equivalent combination of education and experience. Master's preferred.
- Experience working with homeless families preferred.
- Knowledge of and sensitivity to issues of homelessness.
- Ability to deal with crisis situations effectively and calmly.
- Ability to be flexible to accommodate immediate agency needs.
- Availability to respond 24/7 to youth crises in-person, by phone and text.
- Familiarity with education, community and social service agency/resources in the Orange County area.
- Experience working with databases, especially Salesforce, is a plus.
- Access to a car with current California driver's license and automobile insurance required.
- *Bilingual in Spanish*
- *Proof of COVID-19 vaccination*

### **PHYSICAL REQUIREMENTS:**

This is largely a sedentary position that requires the ability to speak, hear, and see, and to lift small objects up to 20 lbs. May require the ability to travel locally and/or regionally. The above statements are intended to describe the general nature and level of work being performed by the individual(s) assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required. Management reserves the right to modify, add, or remove duties and to assign other duties as necessary. In addition, reasonable

accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

Job Type: Full-time

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Pay: \$48,000.00 - \$55,000.00 per year