



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 homelessness 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

Department: Programs

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 challenges in 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:**

- Provide case management to youth experiencing homelessness.
- Cultivate a healthy working relationship with youth, family members, community partners, and others involved in the youth's life.
- Develop a comprehensive case management plan, including academic support, vocational support, social and emotional support, and housing resources for each youth.
- Conduct comprehensive in-person initial and on-going assessments for eligibility and needs to create case plans and goals for each youth.
- Assist youth in crisis situations by providing coordinated referral and linkages to community-based 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.
- Develop and maintain detailed case files, logs, ongoing progress notes, outcome measures, and other records as required by agency.
- Maintain confidentiality in matters of agency operations, personnel, and stakeholders.
- Provide a strong, positive, and highly professional presence amongst partners and in the community.
- Plan and organize community activities for youth to create exposure to new opportunities.
- Collect, input, update, and maintain data into Salesforce database in a timely manner.
- Provide information and referrals for ancillary services.
- Attend scheduled team, community, or organization collaboration meetings and trainings as assigned.
- Participate in all other organization meetings and trainings
- Exercise good judgment.
- Support existing agency policies, principles, and mission.
- Perform all other duties and special projects as assigned by direct supervisor and 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.
- Experience working with youth experiencing homelessness.
- Knowledge of and sensitivity to challenges of homelessness.
- Ability to deal with crisis situations effectively and calmly with availability to respond 24/7
- Ability to be flexible to accommodate immediate youth and/or agency needs.
- Strong written and oral communication skills; must be comfortable speaking and presenting in public.
- Excellent interpersonal and communication skills to work with diverse stakeholders.
- Familiarity with education, community, and social service agency/resources in the Orange County area.
- Ability to multi-task, be detailed oriented, independently make significant decisions, and takes initiative
- 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 preferred*

**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. This position requires 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 accommodation may be made to enable individuals with disabilities to perform the essential functions of this position.

Job Type: Full-Time

Salary: \$53,000.00- \$55,000.00 per year

Benefits:

- 401(k)
- Dental insurance
- Health insurance
- Paid Time Off
- Vision insurance

Schedule:

- 8-hour shift
- 8:30-5pm, occasional evenings
- Monday to Friday, occasional weekends
- On-call

Education:

- Bachelors (Required)

Experience

- Case Management: 1 year (Required)

Language

- Spanish (Preferred)

Work Location: In-Person