



Title: Bilingual (Spanish/English) Case Manager - Jelani House

Reports to: Program Manager - Jelani House

Summary of Program:

The Jelani House Residential Program is an emergency housing project funded through the City of San Francisco and managed by the Homeless Prenatal Program. Jelani House provides a safe, stable living environment for up to 17 homeless pregnant and postpartum individuals in San Francisco. With 30 years of experience serving this population, HPP provides intensive case management, perinatal education and other support to help individuals have healthy pregnancies, transition into parenthood and permanently end homelessness.

The Jelani House program provides residential services and intensive case management and health education services to at-risk homeless pregnant individuals who may be experiencing behavioral health issues, substance use, domestic violence or other challenges. Participants may also be transitional aged youth.

Summary of Job:

The Jelani House Case Manager is responsible for providing *intensive* case management services to pregnant people who are participating in the Jelani House transitional housing program. Participants are homeless and are at risk of poor birth outcomes and/or having Child Welfare involvement. This includes pregnant people who have mental health needs, substance use, cognitive delays, domestic violence, certain medical issues such as high-risk pregnancy, teens and transitional aged youth who are aging out of foster care, chronic homelessness and a history of trauma. The mission of the Jelani House program is to empower every participant to achieve a healthy and safe pregnancy in a person-centered and culturally appropriate way. Case management services are provided on-site at Jelani House Residential Program.

The Jelani House Case Manager is responsible for conducting a psychosocial assessment and developing an appropriate action plan to support clients in achieving their goals, connecting clients to needed services, and tracking their progress. The Jelani House Case Manager will address client needs by providing necessary referrals, ensuring confidentiality, and providing efficient and client-centered service. The Jelani House Case Manager will also facilitate groups for participants to promote community building, skill development, and childbirth and parenting education.

Essential Duties and Responsibilities:

Case Management:

- Responsible for conducting a psychosocial assessment and developing an appropriate action plan to support clients in achieving their goals.
- Accompanies client to prenatal appointments, treatment program intakes and other essential services once a month or as needed.
- Provides 1-on-1 pregnancy education ensuring clients are knowledgeable about a healthy pregnancy and postpartum period as well as feeding options (including breastfeeding).
- Supports client in the development of a birth plan.
- Provides education and guidance for parenting skills.
- Provides postpartum support.
- Develops long-term goals with client for stable housing, financial security, and keeping the family together.

- Assist each client to establish and maintain a continuum of services to promote stability.
- Utilize motivational interviewing, counseling, skill building, and strengthening of protective factors to achieve desired client outcomes of increased family functioning, healthy pregnancy and birth, stable housing, increased financial/life skills, and resolution of CPS cases or family reunification.
- Support client in working to increase income through linking to resume/interview workshops, individual job-readiness coaching, enrollment in college or vocational training, and job-training programs to facilitate skills training.
- Attend collaborative client team meetings with outside providers as needed.
- Provides intensive follow-up for clients who miss appointments to re-engage them with services.
- Collaborate with Mental Health and other providers when appropriate.
- Maintain up-to-date knowledge about community resources.
- Establish relationships with outside providers.
- Promote a positive, professional attitude towards clients, families, staff members, outside providers and volunteers.

Residential Support:

- Work with Jelani team to ensure program safety and integration of services.
- Participate in all aspects of house activities, including nutrition program, health education, planning community events, etc.
- Closely collaborate with Jelani team and with Wellness and Housing Services teams located at HPP's main site.
- Facilitate house check-ins and community meetings as needed.
- Responsible for supporting client's successful participation in program and reinforcing program expectations and agreements.

Administration:

- Inputs all required data into the HPP Salesforce database per agency standards, currently by end of following business day.
- Meet the intensive case management client engagement requirements.
- Complete all Assessments as required.
- Keep accurate, up-to-date, confidential documentation of client contact and activity.
- Assists with the completion of grant reports as needed.
- Schedule and attend weekly individual supervision meetings with supervisor and case conferences.
- Facilitate regular support groups for program participants.

Core Competencies:

All HPP Staff are expected to meet the expectations of our Core Competencies:

Accountability and Reliability: Shows honesty, integrity, responsibility, initiative, and is mindful of impact on team/organization.

Collaboration: Participates in agency wide/cross team efforts, shares knowledge and skills, values cohesion and integrity of team.

Communication: Respectful, effective, proactive and willing to engage in hard conversations

Continuous Learning: Seeks out new challenges, applies new skills, shows growth.

Professional Conduct: Clear boundaries, refrains from gossip/splitting, follows agency standards per Handbook and Policies & Procedures.

Qualifications:

Desired:

- Bachelor's degree/AA degree or a minimum of two years comparable life/work experience preferred.

- Bilingual English/Spanish preferred but not required.
- Experience working with substance using clients/women/families.
- Experience working with Maternal/Child health.
- Knowledge of Motivational Interviewing.
- Capacity to ensure culturally appropriate treatment.
- Able to show flexibility and respond to the needs of families.
- Skilled in crisis intervention and conflict resolution.
- Ability to work in a diverse and stressful environment with families that present multiple issues.
- Ability to maintain appropriate professional and personal boundaries with high integrity.
- Understanding of, and commitment to, social justice, and HPP's mission and organizational values.
- Experience in, and knowledge of, working with diverse communities.
- Able to communicate effectively both verbally and in writing.
- Demonstrated ability to be on time and at work when scheduled.

Preferred:

- 3 years of case management/supportive counseling experience preferred.
- Experience in providing alcohol and/or drug counseling and proof of completion of Alcohol and Other Drug Studies Program or registration with BBS preferred.
- Knowledge of database systems and computer proficiency in all Microsoft Office programs.

To Apply: Please send a resume and cover letter to jobs@homelessprenatal.org. Please include job title **Bilingual (Spanish/English) Case Manager – Jelani House** in the subject line.

Physical Requirements: This position requires the ability to work under stress and handle multiple project deadlines. This position requires an annual tuberculosis test and may require moderate lifting.

Certificates, Licenses, Registrations: California Driver's license and insurance preferred.

Work Environment: Fast-paced, multi-cultural, collaborative work environment

Hours: Full time - 39 hours/week. 2-3 days per week will be 10-6 or 11-7.

Directly Supervises: None

Salary: DOE + excellent benefit package

FLSA Status: Non-exempt

The Homeless Prenatal Program is an Equal Opportunity Employer and provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records.

About HPP:

The Homeless Prenatal Program (HPP) believes every family wants to deliver healthy babies and raise healthy children in a stable and nurturing home. Seizing the motivational opportunity created by pregnancy and parenthood, HPP partners with families to help them recognize their strengths and trust in their own capacity to transform their lives. At the heart of our program is non-judgmental, supportive case management provided by Family Case Managers, the majority of whom were once HPP clients themselves or come from the community we serve. As the first agency in San Francisco to hire and promote former clients as employees, HPP is unique in that the community it serves has – from the organization's inception in 1989 – guided its growth and

evolution. HPP serves over 3,500 clients per year through supportive, holistic programs including: Prenatal Classes and Support Group, Mental Health Services, Childcare Center, Housing Assistance, Low Income Tax Center, Emergency Services and Case Management.