



**Title:** Case Manager – Differential Response

**Summary of Job:**

The Case Manager – Differential Response (DR) works with individual and two-parent families who have come in contact with the Child Welfare System. The position is one that will assist in the prevention of a Family and Children’s Services (FCS) (formerly Child Protective Services - CPS) case being opened by providing a substantial amount of supportive services to each family. The Case Manager is responsible for providing guidance, extensive support and resources to families who are currently dealing with a broad range of issues that also include, substance abuse, mental health and domestic violence issues. Most of these services will be provided in the client’s home, shelter, or any other venue that the client feels comfortable. The Case Manager is responsible for completing a psychosocial assessment and further developing an appropriate treatment plan to support the family in achieving their goals, connecting the clients to needed services, and tracking their progress. The Case Manager will address client needs by providing necessary referrals, ensuring confidentiality, and providing efficient and client-centered service. The CM will also have dual/joint meetings with the assigned FCS worker with each family.

Note: During the Covid 19 Pandemic, client meetings may be remote or in-person. Clients with emergency needs may be seen onsite following Covid protocol including health screening and temperature checks, masking, and meeting areas with ventilation and space to remain 6 feet apart.

**Essential Duties and Responsibilities:**

- Responsible for responding promptly to all DR referrals and conducting intake interviews and assessments.
- Responsible for completing assessments every few months to analyze the family’s growth, strengths, and concerns.
- Responsible for monthly data collection and submission of quarterly reports, and data entry into the county CMS system.
- The case manager will develop a plan with the family and will be responsible for connecting the family to drug treatment programs, providing mental health referrals, and assisting with domestic violence and housing needs.
- Responsible for completing a psychosocial assessment and developing an appropriate treatment plan to support the family in achieving their goals.
- Provide families with child welfare system advocacy as well as advocacy/referrals to other legal services.
- Work with clients to complete requirements set by Child Welfare Dept., meet with Child Welfare, attorneys, and treatment programs when indicated, and maintain open communication with Child Welfare.
- Responsible for meeting with clients regularly, conducting home, treatment program, or jail visits when necessary.
- Attend provider meetings and DR workgroup meetings.
- Complete transitional housing application with client when required.
- Connect clients with necessary community services and monitor their progress.
- Provide crisis intervention and support to families as needed.

- Provide education to families about issues such as substance use, domestic violence, mental health and parenting.
- Assist each family to establish and maintain a continuum of services to promote stability and assist each family in achieving their identified goals, such as:
  1. Sustained Recovery
  2. Employment or other vocational training
  3. Budgeting skills
  4. School enrollment for all school-aged children
  5. Child care for all preschool aged children
  6. Education for basic living and parenting skills
  7. Access to transitional and permanent housing
  8. Access to benefits
- Collaborate with Mental Health and Substance Use specialists when appropriate
- Meet Case Manager minimum productivity agency requirements.
- Conduct Triage Assessments to determine immediate needs of new and returning clients, make recommendations and provide immediate support as indicated.
- Support HPP Child Welfare referred clients as requested.
- Attend and participate in weekly case conferences.
- Promote a positive, professional attitude towards clients, families, staff members, outside providers and volunteers.

#### **Administration:**

- Inputs all required data and client notes into the HPP Salesforce database per agency standards, currently by end of following business day.
- Complete all Assessments as required
- Keep accurate, up-to-date, confidential documentation of client contact and activity.
- Assist with the completion of grant reports as needed.
- Schedule and attend weekly individual supervision meetings with supervisor and case conferences.
- Co-facilitate support groups as needed.

#### **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:**

- Bachelor's/AA degree or a minimum of three years comparable life/work experience required.
- Knowledge and training in parenting and child development highly desired.
- Experience in providing alcohol and/or drug counseling preferred.
- 3 years of case management/supportive counseling experience preferred.
- Experience working with Child Welfare/Child Protective Services preferred.

- Bilingual Spanish/English preferred.
- Capacity to ensure culturally appropriate treatment.
- Experience working with homeless/at risk families, substance use, mental health issues, and/or domestic violence.
- 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.
- Able to communicate effectively both verbally and in writing.
- Experience in, and knowledge of, working with diverse communities.
- Understanding of, and commitment to, social justice, and HPP's mission and organizational values.
- HPP recognizes the value of having a staff that brings a wide range of perspectives to this work based on language, ethnicity, race, gender, socio-economic background, political beliefs, sexual orientation, and disability. We are committed to maintaining a diverse, multicultural working environment and particularly encourage applications from candidates with lived experience in the communities we seek to serve.

**Physical Requirements:** This position requires the ability to work under stress and handle multiple project deadlines. This position requires Covid 19 vaccination and 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

**Reports to:** Program Manager

**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. 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, Emergency Services and Case Management.