



Title: Case Manager – KFT/FTC Child Welfare & Substance Use Programs

Summary of Job:

The Case Manager will support Homeless Prenatal Program clients participating in our intensive case management programs. The Case Manager is responsible for providing guidance, extensive support, and resources to families who are currently dealing with homelessness, substance use, mental health, pregnancy and domestic violence issues. This position will provide intensive case management and on-going assessment for HPP clients receiving services from the Child Welfare System or participating in San Francisco's Family Treatment Court (FTC). The Case Manager is responsible for completing a psychosocial assessment and further developing an appropriate action 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. If providing Clinical Case Management, this position will work under the supervision of a licensed provider.

Essential Duties and Responsibilities:

- Manage a client caseload that may include Child Welfare, or FTC clients.
- Responsible for completing a psychosocial assessment and developing an appropriate individualized action 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.
- Provide crisis intervention and support to families and providers through regular home visits, treatment visits, transitional housing visits, and accompanying client to appointments.
- Attend Child and Family Team (CFT) meetings, provider meetings, and family counseling.
- Complete transitional housing application with client when required.
- Provides psychoeducation to families about substance abuse, domestic violence, mental health and parenting.
- Assist each family to establish and maintain a continuum of services to promote a stable environment for their child/ren.
- 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.
- Promote a positive, professional attitude towards families and utilize a non-judgmental, client centered approach to case management.
- Collaborate with Mental Health and Substance Use specialists when appropriate.

- Meet or exceed Case Manager agency requirements including standards for client dosage and engagement, case planning and documentation.
- Attend and participate in weekly case conferences.

For Family Treatment Court Clients:

- Collaborate with the FTC team and provide intensive case management, counseling, and support to parents in the child welfare system who are moving towards reunification or family maintenance.
- Develop treatment plan and recommendations.
- Submit recommendations to HSA and FTC team where applicable.
- Sign Treatment & Participation Plan with client.
- Attend FTC Pre-Conference and FTC hearings weekly. After attending court, enter notes in Salesforce database within 24 hours.
- Monitor drug tests.
- Submit regular Treatment Progress reports to court and FTC team regarding treatment participation.
- Attend CFTs.

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.
- Co-facilitate support groups for program participants as needed.
- Must be enrolled, willing to enroll, or have completed, the Drug and Alcohol certificate program at SF City College or comparable educational program.

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 degree/AA or a minimum of three years comparable life/work experience required.

- Master's degree in a related field welcomed with clinical supervision or BBS licensing hours available for MSW's.
- A year of experience in providing alcohol and/or drug counseling and proof of completion of Alcohol and Other Drug Studies Program or registration with BBS preferred.
- 3 years of case management/supportive counseling experience preferred.
- Experience working with Child Welfare/Child Protective Services preferred.
- Bilingual Spanish/English welcomed.
- 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.
- Demonstrated understanding of the intersection of racism and poverty.
- Understanding of, and commitment to, social justice, and HPP's mission and organizational values.
- Ability to maintain appropriate professional and personal boundaries with high integrity
- Experience in, and knowledge of, working with diverse communities
- Able to communicate effectively both verbally and in writing

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. Includes daily paid hour lunch.

Reports to: Program Manager

Directly Supervises: None

Salary: DOE

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.