



**Title:** PATH Program Coordinator/Case Manager

**Reports to:** Program Manager – New Beginnings

**Summary of Job:** PATH Program Coordinator/Case Manager is responsible for coordinating the Homeless Prenatal Program's (HPP) Pregnancy Assistance Temporary Housing (PATH) Program and providing case management for clients in that program.

This position will serve as the primary HPP contact for external partners of the PATH Program as well as clients placed in this shelter program and will coordinate the PATH program. This position is responsible for the development of program policies, adherence to contractual agreements, and management of the PATH Program budget in conjunction with the Program Manager. In addition to administrative duties, this position is responsible for conducting intakes, providing intensive case management, guidance, extensive support, and resources to women who are pregnant and staying at the PATH shelter. Case management may include support with issues that could affect their health, the health of their babies, or their custody of the baby, including active substance use or history of substance use, teenage or transitional aged youth parent, complex health or mental health issues, and homelessness. The goals of ICM are to improve stability by strengthening protective factors (family functioning/resiliency, social support, concrete support, nurturing and attachment, knowledge of parenting/child development); supporting healthy pregnancy and delivery, preventing or resolving CPS cases, and movement towards recovery and healing. PATH Program Coordinator/Case Manager is responsible for conducting a psychosocial assessment and developing an appropriate treatment plan to support the clients in achieving their goals, connecting clients to needed services, and tracking their progress. PATH Program Coordinator/Case Manager will hold 8-10 of the PATH clients on their caseload and will coordinate with the ICM case manager who is holding the remaining PATH clients.

Note: During the Covid 19 Pandemic some accompanying of clients to appointments has been suspended but this position does require onsite visits with clients at the PATH hotel (appropriate PPE and safety training protocols provided) at least twice a week.

### **Essential Duties and Responsibilities:**

#### **PATH Coordination Administrative:**

- Primary HPP contact for the Tropica Hotel and any future partner hotels.
- Develop and maintain program materials and policy manuals.
- Responsible for weekly on-site check in with hotel staff.
- Resolve any hotel staff concerns.
- Responsible for twice weekly on-site visits at minimum. One day is reserved for room checks for all program participants and the second is for delivery of essential items.
- Maintain data entry requirements in ONE system as required by HSH.
- Maintain data entry requirements in Launchpad as required by HSH.
- Responsible for all program reporting in CARBON, with support from the Evaluations Team.
- Attend Consortium meetings at Compass, Family Shelter Meetings at HSH and all other meetings required by HSH.
- In conjunction with the Program Manager, represent HPP at coordinated entry meetings and related policy meetings.

- Work with Volunteer & Donations Manager to address PATH client needs. This includes requests and budgeting for client assistance, Food's Co. cards, bassinets, etc.
- Work with the Finance Department to manage the yearly PATH budget in conjunction with the Program Manager.
- Together with the Program Manager, continue to advocate for and develop the PATH Program.
- Develop further support for PATH clients such as a support group, improved nutritional options/access at the hotel site, etc.
- Facilitate "PATH Huddle" with other case managers holding PATH cases to provide updates on PATH programming, address issues at shelter, and coordinate follow-up

### **Case Management:**

- Responsible for intensive case management for up to 8-10 PATH clients.
- Responds to referrals from Department of Homelessness and Supportive Housing, conducts client intake, and supports clients with moving into PATH rooms.
- Responsible for conducting a psychosocial assessment and developing an appropriate action plan to support the clients in achieving their goals.
- Refers clients to appropriate treatment programs available for pregnant women and to prenatal care, if not currently receiving care, and monitors their progress.
- Accompanies clients to prenatal appointments, treatment program intakes and other essential services if needed. \*\*May be limited during Covid-19 Pandemic.
- Supports women who are pregnant with substance use and builds a trusting relationship with pregnant women currently using.
- Refers clients to relevant HPP services including the Wellness Center.
- Provides postpartum support including home visits.
- Develops long-term goals with clients for stable housing, financial security, and keeping the family together.
- Does intensive follow-up for clients who miss appointments to re-engage in services.
- For clients who become involved with CPS, attend FTM's and court hearings and provide support for meeting requirements to maintain or regain custody of their baby; works with other programs at HPP to accomplish these goals.
- Address client needs by providing necessary referrals, ensuring confidentiality, and providing efficient and client-centered service.
- 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.
- 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.
- Maintain up-to-date knowledge about community detox and treatment services.
- Meet Case Manager minimum productivity agency requirements.

### **HPP Administration:**

- Inputs all required data into the HPP Salesforce database (Henri) on a timely basis.
- Complete all Assessments as required.
- Keep accurate, up-to-date, confidential documentation of client contact and activity.
- Client notes input into Henri within 24 hours of client contact.
- Assists with the completion of grant reports as needed.

- Schedule and attend weekly individual supervision meetings with Program Manager - New Beginnings
- Attend New Beginnings weekly meetings, providing updates on challenges and successes of families.
- 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:** Participate in agency wide/cross team efforts, shares knowledge and skills, values cohesion and integrity of the 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.
- Master's degree in a related field welcomed with clinical supervision or BBS licensing hours available.
- A minimum of one 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.
- Bilingual English/Spanish strongly preferred.
- 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.
- 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.
- Knowledge of database systems and computer proficiency in all Microsoft Office programs.
- Able to communicate effectively both verbally and in writing.
- Demonstrated ability to be on time and at work when scheduled.

Please reply with **PATH Program Coordinator/Case Manager** in the subject line to [jobs@homelessprenatal.org](mailto:jobs@homelessprenatal.org). Applications must have the job title in the description to be accepted.

**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.

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

**Hours:** Full time - 39 hours/week

**Reports to:** Program Manager - New Beginnings

**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, Low Income Tax Center, Emergency Services and Case Management.