



Title: Supportive Housing Family Case Manager
Reports To: Supportive Housing Program Manager
Directly Supervises: None
FLSA Status: Non-exempt

Summary of Job: The Supportive Housing Family Case Manager is responsible for providing guidance, extensive support, and resources to families who are currently dealing with homelessness, substance use, mental health, and domestic violence issues. Following a “housing first” model, the Supportive Housing Family Case Manager will collaborate with HPP Housing Specialists to help secure housing for their clients and will support the client in building skills and income to ensure they can maintain the housing once placed.

The Supportive Housing Case Manager will be responsible for conducting assessments, family team meetings, face-to-face interviews, and home visits. The Supportive Housing Case Manager will also be responsible for connecting with the Protective Service Worker (PSW) for clients with an active Child Welfare Case. They will act as a liaison between the PSW and the Family, facilitating service provision provided by the Department of Human Services. Within this role, they can assist with providing substance abuse and mental health referrals, assistance with housing applications and other housing needs. The Supportive Housing Case Manager will be required to meet with representatives from the Child Welfare System on a regular basis.

Essential Duties and Responsibilities:

Case Management

- Collaborate with multiple agencies and provide intensive case management, counseling and support to parents receiving housing subsidies many of whom will be in the child welfare system working towards reunification or family maintenance.
- Responsible for conducting a psychosocial assessment to develop an appropriate treatment plan to support the family in achieving their goals.
- Provide crisis intervention and support to families and providers through regular home visits, treatment visits, transitional housing visits, and accompanying client to appointments.
- Provides psycho education 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 and assist each family in achieving their identified goals, such as:
 1. Stable Housing
 2. Sustained Recovery
 3. Employment or other vocational training
 4. Budgeting skills
 5. School enrollment for all school-aged children

6. Child care for all preschool aged children
 7. Education for basic living and parenting skills
 8. Access to benefits
- 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.
 - Promote a positive, professional attitude towards families and utilize a non-judgmental, client centered approach to case management.

Program Administration

- Monitor all client subsidies and ensure compliance with program policies regarding recertification and home visits.
- Ensure clients have up-to-date action plans and income statements, and regular home visits.
- Responsible for developing action plans with clients, connecting them with necessary community services and monitoring their progress through the collaboration with the PSW and other community partners.
- With time limited subsidies, work with clients to successfully exit the subsidy by increasing their income and/or locating permanent, affordable housing.
- Utilize available data to monitor client progress and outcomes and proactively plan for client meetings.

Administration

- Inputs all required data into the HPP Salesforce database per agency standards, currently by end of following business day.
- Complete all Assessments as required, enter into database and track required data for each family.
- Enter all CFT's, and other required tracking data on each client.
- Keep accurate, up-to-date, confidential documentation of client contact and activity.
- Assist with the completion of grant reports as needed.
- Attend and participate in weekly case conferences, team meetings, and team trainings.
- Schedule and attend weekly individual supervision meetings.
- 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.

Desired Qualifications:

- A Bachelor's or AA Degree in a related field or 3 years minimum of case management/supportive counseling experience.
- Capacity to ensure culturally appropriate treatment.
- Experience working with Child Welfare/Child Protective Services.
- Experience working with homeless/at risk families, dual diagnosis, substance abuse, mental health issues, and/or domestic violence.
- Skilled in crisis intervention and conflict resolution.
- Understanding of the intersection of racism and poverty and a commitment to social justice and HPP's mission and organizational values.
- Able to communicate effectively both verbally and in writing.
- 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.

Preferred Qualifications:

- MSW degree welcomed.
- Bilingual Spanish/English welcomed.
- Existing knowledge of San Francisco low-income housing.
- Proven ability to work in a diverse and stressful environment with families that present multiple issues.

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 Drivers license and insurance.

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

Please reply with **Supportive Housing Family Case Manager** in the subject line to jobs@homelessprenatal.org. Applications must have the job title in the description to be accepted.

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, CHW Apprenticeship Program, Childcare Center, Housing Assistance, Emergency Services and Case Management.