



Title: Bilingual (Spanish/English) Supportive Housing Case Manager

Reports To: Supportive Housing Program Manager

Directly Supervises: None

FLSA Status: Non-exempt

Summary of Job: The Bilingual Supportive Housing 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 Bilingual Supportive Housing 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 Bilingual 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 clients 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 clients 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.
 - Caseload will include monolingual Spanish speaking clients, Spanish speakers with limited English, and English speakers as assigned.

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 up for the team, the clients, and the organization; takes responsibility for actions, and follows through on task and projects.

Collaboration: Helps colleagues as needed, views responsibilities as shared; Actively participates in agency-wide initiatives/ efforts.

Communication: Uses effective written and oral communication with coworkers and community served; understands emotions of self and others, and responds with empathy.

Continuous Learning: Demonstrates curiosity and eagerness to learn and develop professionally.

Equity Mindset: Understands and is committed to goals of diversity, equity, and inclusion and fostering an inclusive environment; consistently centers equity in the organization's work both internally and externally.

Proficiency in area of focus: Has skills and knowledge in role and area of focus

Desired Qualifications:

- A Bachelor's or AA Degree in a related field or 3 years minimum of case management/supportive counseling experience.
- Bilingual (Spanish/English) required.
- 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, anti-racism, 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.
- 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 booster and an annual tuberculosis test and may require moderate lifting. HPP observes all required and recommended Covid safety protocols.

Certificates, Licenses, Registrations: California Drivers license and insurance.

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

Hours: Full time - 39 hours/week. M-Th 9-5, F 9-4. Includes daily paid hour lunch.

Reports to: Program Manager

Directly Supervises: None

Salary: \$55,000-\$59,000/year + excellent benefit package

Please reply with **Bilingual Supportive Housing 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 is a nationally-recognized family resource center in San Francisco that empowers homeless and low-income families, particularly mothers motivated by pregnancy and parenthood, to find within themselves the strength and confidence they need to transform their lives. The agency serves over 3,000 families in-need annually, providing a variety of programs and services to help families become healthy, stable and self-sufficient.

Over three decades, HPP has grown to become a thriving family resource center with the mission: in partnership with our families, break the cycle of childhood poverty. The agency believes in a two-generational approach and partners with parents to address family needs during the transformative stages from pregnancy through kindergarten.

The first agency in San Francisco to hire former clients as staff, HPP's evolution has been guided by the community it serves. More than half of HPP's immensely talented staff of 100+ are former clients and/or come from the community the agency serves.