Title: PATH Program Case Manager
Reports to: Program Manager – Jelani House

Summary of Job: PATH Program Case Manager is responsible for providing case management for clients in the Homeless Prenatal Program’s (HPP) Pregnancy Assistance Temporary Housing (PATH) Program.

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 HPP’s Intensive Case Management programs 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 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.

The Path Program Case Manager may also support Homeless Prenatal Program clients participating in our Jelani House program or other intensive case management programs on an as needed basis. In this role, the case manager may hold these clients on their caseload on a temporary basis or may provide check-in support during the primary case manager's absence.

Note: During the Covid 19 Pandemic 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:

Case Management:

- Responsible for intensive case management for 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 - Jelani House and the Assistant Program Manager/PATH Coordinator
- Attend Jelani/PATH 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 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.

**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, anti-racism, 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.
- 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.

Please reply with **PATH Program Case Manager** in the subject line to **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 - Jelani House

**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.