



Job Description

Case Manager, Stability Support Services (HPRP)

- Status:** Full-Time, Non-Exempt
Hours: 40 hours, occasional evenings and weekends
Reports to: Director, Stability Support Services Program (or designee)
Compensation: Commensurate with experience
Benefits: Health, Dental, Vision, 403(b)
Description: Case Manager is directly accountable to the Director of Stability Support Services (or his/her designee) in assisting with case management, workshops, outreach and special projects. In addition, this position is responsible for all aspects of any additional duties and assignment as delegated by the Director.

DUTIES AND RESPONSIBILITIES

Case Management

- Manages a caseload of clients, maintain case files.
- Provide case management and support to Emergency Assistance clients as well as Supportive Housing and Rotating Shelter residents.
- Conducts comprehensive client assessments to collect functional, environmental, psycho-social, financial, employment, housing, educational, and health information as appropriate to develop a case plan.
- Develops support systems to meet client needs by identifying and coordinating a variety of available services necessary to maintain independent living, and, when possible, self-sufficiency and family stabilization.
- Provides supportive counseling and advocacy for clients.
- Refers clients to available therapeutic, social service, educational and medical resources when appropriate.
- Conducts crisis intervention as necessary.
- Monitors and verifies services provided to each client on a monthly basis, determining quality and effectiveness of services provided.

Administration

- Conduct new client intake and ensure all supporting documents are verified and on file.
- Interview clients for emergency assistance and determine eligibility.
- Maintain case management files for all clients.
- Monitor and document progress of clients.
- Distribute vouchers for food, gas, motels, and other emergency items.
- Administer direct assistance funds.
- Administer Parks and Recreation fee waivers.
- Provide information and referral for callers and walk-in clients.
- Develop, perform and assists with workshops pertaining to client's needs.



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- Participate and assist with outreach events.
- Other duties as may be assigned.

QUALIFICATIONS

- Bachelor of Arts degree from an accredited college or university, BSW preferred.
- Minimum of two years experience in case management services.
- Motivated with sense of teamwork.
- Good communication and people skills.
- Bi-lingual/Bi-cultural preferred.
- Demonstrated skills in working with clients from various backgrounds and embraces WVCS' mission to provide basic human needs with compassion and in a dignified environment.
- Demonstrated proficiency in MS Word, Excel, PowerPoint and Internet usage.
- Database skills highly desirable (FileMaker Pro and HMIS).
- Ability and desire to work with people from various backgrounds and/or limited English.
- Able to lift a 25 lb bag.
- Valid California driver's license and insured automobile.

Email Cover Letter and Resume to:

Tricia Uyeda, Director of Operations

EMAIL:

hr@wvcommunityservices.org

[Please indicate "*Case Manager*" in the subject line of the email]

DEADLINE: Open Until Filled