



Title: Bilingual (Spanish/English) Client Services Case Manager

Summary of Job:

The Bilingual Client Services Case Manager (CSCM) is responsible for providing crisis intervention services to HPP families experiencing homelessness, domestic violence, child welfare involvement, substance use, or other factors leading to family instability. CSCMs will meet with families during drop-in hours, perform a brief assessment of their needs, engage the family in a crisis counseling session as warranted, and provide appropriate referrals and follow-up services. Families in HPP's target population who need further support will be referred to intensive case management programs at HPP or offered short-term crisis case management with a CSCM to further assist in action planning.

Client Services are often the first point of contact for HPP clients, and CSCMs will have a key role to play in carrying out HPP's client engagement strategy. The CSCM must promote a welcoming and professional attitude, and perform services that are trauma-informed, non-judgmental, culturally sensitive, and confidential. Further, it is vital that CSCMs work collaboratively with other members of the Client Services Team as well as other direct service providers throughout the agency to ensure that families, once engaged, are successfully retained as HPP clients and are well cared for throughout their path to stability.

Essential Duties and Responsibilities:

Case Management Duties:

- Provide trauma-informed, non-judgmental, culturally sensitive, and confidential crisis intervention services to drop-in clients.
- Connect clients with necessary services at HPP and in the community.
- Conduct risk assessments to determine immediate needs of new and returning clients, make recommendations and provide immediate support as indicated.
- Utilize assessment to develop appropriate action plan to support the family in achieving their goals.
- Determine families' eligibility for housing assistance program.
- Assist/instruct families in gathering required documentation for housing assistance and housing search.
- Provide referrals to housing workshops and housing search appointments.
- Make follow-up calls to ensure families obtain housing and/or remain stably housed.
- Provide education to families about issues such as homelessness/housing, substance use, domestic violence, mental health and parenting.
- Exhibit a positive, professional demeanor towards clients, families, staff members, outside providers and volunteers.
- Assist each family to establish and maintain a continuum of services to promote stability and assist each family in achieving their identified goals.
- Develop expertise and stay current in HPP's service offerings and eligibility criteria.
- Collaborate with domain-specific specialists (mental health, substance use, child welfare, housing, domestic violence) when appropriate.
- Meet Case Manager minimum productivity agency requirements.

Administrative Requirements:

- Collect and document client information thoroughly and in a timely manner and accurately

input all required data into the HPP Salesforce database (Henri).

- Articulate client sessions and recommendations in a well written format, utilizing a standardized note-taking method.
- Proactively utilize data dashboards and other tools to manage caseloads and client engagement.
- Schedule and attend weekly individual supervision meetings and contribute to continuous service quality improvement efforts.

Qualifications:

- Bachelor's or AA degree preferred or a minimum of three years comparable life/work experience required.
- 2-3 years of case management/supportive counseling experience preferred.
- Bilingual Spanish/English preferred.
- Ability to make clients feel welcome, to serve them with cultural humility, and to give them hope for a brighter future.
- Background in Motivational Interviewing techniques, and/or demonstrated capacity to establish action plans with clients and encourage accountability.
- Results oriented and able to assist clients in achieving concrete outcomes.
- Demonstrated capability to sensitively assesses for and accommodate mental health issues.
- Skilled in crisis intervention and conflict resolution.
- Experience working with homeless families, substance use, mental health issues, and/or domestic violence.
- Ability to work in a diverse and fast paced environment with families that present multiple issues.
- Ability to maintain appropriate professional and personal boundaries with high integrity.
- Demonstrated understanding of the intersection of racism and poverty.
- Understanding of, and commitment to, social justice, and HPP's mission and organizational values.
- Working proficiency in Microsoft Office and Google Suite.
- Able to communicate effectively both verbally and in writing.

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. Scheduled hours will be 9-5 M-Th and 9-4 on Friday.

Reports to: Program Manager - Client Services

Directly Supervises: None

Salary: DOE + excellent benefit package

FLSA Status: Non-exempt

Please send cover letter and resume to jobs@homelessprenatal.org with **Bilingual Client Services Case Manager** as the subject line. 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 4,000 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.