



Title: **Family Case Manager**

Summary of Job:

The 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. The Family Case Manager must promote a positive, professional attitude towards families. They are responsible for conducting a psychosocial assessment and developing an appropriate treatment plan to support the family in achieving their goals, connecting the clients to needed services, and tracking their progress. The Family Case Manager will address client needs by providing necessary referrals, ensuring confidentiality, and providing efficient and client-centered service. If providing Clinical Case Management, candidate will work under supervision of a licensed mental health provider.

Essential Duties and Responsibilities:

- **Responsible for conducting a psychosocial assessment and developing an appropriate treatment plan to support the family in achieving their goals**
- **Connect clients with necessary community services and monitor their progress.**
- **Provide crisis intervention and support to families as needed.**
- **Conduct Triage Assessments to determine immediate needs of new and returning clients, make recommendations and provide immediate support as indicated.**
- **Provide education to families about issues such as substance use, domestic violence, mental health and parenting.**
- **Promote a positive, professional attitude 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, such as:**
 1. Sustained Recovery
 2. Employment or other vocational training
 3. Budgeting skills
 4. School enrollment for all school-aged children
 5. Child care for all preschool aged children
 6. Education for basic living and parenting skills
 7. Access to transitional and permanent housing
 8. Access to benefits
- **Collaborate with Mental Health and Substance Use specialists when appropriate**
- **Meet Case Manager minimum productivity agency requirements**
- **Attend and participate in weekly case conferences**

Administration:

- **Inputs all required data into the HPP Salesforce database (Henri) on a timely basis.**

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- 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.**
- **Co-facilitate support groups as needed.**
- **Comply with the BIS/AVATAR reporting and report submissions if relevant.**

Qualifications:

- **Bachelor's degree preferred or a minimum of three years comparable life/work experience required.**
- **Master's degree in a related field encouraged with clinical supervision or BBS licensing hours available.**
- **3 years of case management/supportive counseling experience preferred.**
- **Experience working with domestic violence survivors and completion of the 40 Hour Domestic Violence Counselor Training strongly preferred.**
- **Bilingual Spanish/English preferred.**
- Capacity to ensure culturally appropriate treatment
- Experience working with homeless/at risk families, substance use, mental health issues, and/or domestic violence.
- **Skilled in crisis intervention and conflict resolution.**
- **Ability to work in a diverse and stressful environment with families that present multiple issues.**
- **Ability to maintain appropriate professional and personal boundaries with high integrity**
- **Computer proficiency in all Microsoft Office programs**
- Experience in, and knowledge of, working with diverse communities
- 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: 40 hour Domestic Violence Counselor Training

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

FLSA Status: Non-exempt

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

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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.