



**Title:** New Beginnings Case Manager

**Summary of Job:** The New Beginnings Case Manager is responsible for providing *intensive* case management services to pregnant women who are at risk of poor birth outcomes and/or having Child Welfare involvement. This includes pregnant women who have mental health needs, substance use, cognitive delays, domestic violence, certain medical issues such as high risk pregnancy, teens and transitional aged youth who are aging out of foster care, chronic homelessness and a history of trauma. The mission of the New Beginnings program is to empower every woman to achieve a healthy and safe pregnancy in a person-centered and culturally appropriate way.

The New Beginnings Case Manager is responsible for conducting a psychosocial assessment and developing an appropriate treatment plan to support the clients in achieving their goals, connecting the clients to needed services, and tracking their progress. The New Beginnings Case Manager will address client needs by providing necessary referrals, ensuring confidentiality, and providing efficient and client-centered service.

**Essential Duties and Responsibilities:**

- Responsible for conducting a psychosocial assessment and developing an appropriate action plan to support the clients in achieving their goals.
- Accompanies client to prenatal appointments, treatment program intakes and other essential services once a month or as needed.
- Provides 1-on-1 pregnancy education
- Supports client in development of birth plan
- Provides education and guidance for parenting skills
- Provides post-partum support including home visits.
- Develops long-term goals with client for stable housing, financial security, and keeping the family together.
- Provides intensive follow-up for clients who miss appointments to re-engage them with services.
- For clients who become involved with CPS, attend Family Team Meetings, and court hearings and provide support for meeting requirements to maintain or regain custody of children ; works with other programs at HPP to accomplish these goals.
- Assist each client to establish and maintain a continuum of services to promote stability and assist each client in achieving their identified goals, such as:
  1. Clients are more knowledgeable about a healthy pregnancy and postpartum period.
  2. Clients make informed decisions around feeding options (including breastfeeding).
  3. Sustained Recovery
  4. Education for basic living and parenting skills
  5. Access to transitional and permanent housing
  6. Employment or other vocational training
  7. Budgeting skills

## 8. Access to benefits

- Collaborate with Mental Health and other providers when appropriate.
- Maintain up-to-date knowledge about community resources.
- Establish relationships with outside providers.
- Meet the intensive case management client engagement and on time data entry requirements.
- Attend and participate in weekly case conferences.
- Attend weekly supervision.
- Promote a positive, professional attitude towards clients, families, staff members, outside providers and volunteers.

### **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.
- Keep accurate, up-to-date, confidential documentation of client contact and activity.
- Assists with the completion of grant reports as needed.
- Schedule and attend weekly individual supervision meetings with New Beginnings supervisor.
- Attend New Beginnings bi-monthly meetings, providing updates on challenges and successes of families.
- Co-facilitate support groups as needed.
- Must be enrolled, willing to enroll, or have completed, the Drug and Alcohol certificate program at SF City College or comparable educational program.

### **Qualifications:**

- Bachelor's degree/AA degree or a minimum of two years comparable life/work experience preferred.
- 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 welcomed.
- 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.
- Ability to maintain appropriate professional and personal boundaries with high integrity.
- Knowledge of database systems and 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.
- Demonstrated ability to be on time and at work when scheduled.

**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:** New Beginnings Program Manager

**Directly Supervises:** None

**Salary:** DOE + excellent benefit package

**FLSA Status:** Non-exempt

Please reply with **New Beginnings Case Manager** in the subject line to [jobs@homelessprenatal.org](mailto: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 is committed to its mission of breaking the cycle of childhood poverty, one family at a time. 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.