# Job Description - Lead Case Manager, Supportive Housing

**Position Overview**
**Job Title**: Lead Case Manager
**Division**: Adult Residential Services Division
**Department**: Supportive Services
**Status**: Full Time (40 hours), non-exempt
**Supervisor/ Reporting to**: Senior Program Manager, Supportive Services
**Supervisorial Responsibilities**: No formal direct supervision; lead for assigned case managers

**Many Mansions and Adult Residential Services**
Many Mansions provides affordable, quality, service-enriched rental housing to individuals and families of very low income, including people transitioning from homelessness, in Ventura, Los Angeles, Riverside, and San Bernardino Counties. Adult Residential Services supports housing stability, economic resiliency, community integration, and overall well-being. The Supportive Services program is designed to support previously homeless residents' transition out of homelessness. The program provides intensive wraparound on-site support and works with an extensive network of external partners that offer residents additional resources and services.

**Position Summary**
The Lead Case Manager provides intensive case management to an assigned caseload of permanent supportive housing residents while serving as the primary day-to-day resource for an assigned group of Case Managers. The position provides case consultation, hands-on assistance with complex or escalated cases, onboarding and training, documentation coaching and quality reviews, and support for program compliance and consistent service delivery. The Lead Case Manager identifies concerns requiring management attention and works closely with the Senior Program Manager to improve resident services and staff practices.

## Essential Duties and Responsibilities

### 1. Direct Case Management and Resident Services (cross reference: Case Manager Job Description)

- Maintain an assigned caseload and perform the full range of Case Manager responsibilities, including engagement, assessment, individualized service planning, goal reviews, crisis intervention, housing stabilization, resource coordination and follow-up, and life skills education through individual coaching and group programming.
- Provide resident-centered services. Meet required resident contact, assessment, service-plan, documentation, and reporting standards established by Many Mansions and applicable programs.
- Collaborate with Property Management and external providers on eviction prevention, benefits, health and behavioral health services, independent living skills, and community integration; protect confidentiality and distinguish supportive services from tenancy enforcement.
- Model sound documentation, professional communication, ethical judgment, and responsive service delivery for other Case Managers.

### 2. Case Consultation and Complex Case Support

- Serve as the first day-to-day resource for an assigned number of Case Managers regarding resident engagement, assessments, service plans, referrals, housing stability concerns, and challenging case situations.
- Hold regular, structured case consultation discussions; help staff identify risks, options, next steps, responsible parties, and follow-up needed while developing their own professional judgment.
- Provide hands-on support with escalated or high-acuity situations, including joint resident meetings, case conferences, coordination with Property Management, and crisis de-escalation within established protocols. When assigned by the Senior Program Manager, temporarily assume or coordinate responsibility for complex cases, ensuring clear ownership, continuity, documentation, and a plan to transition responsibility back as appropriate.
- Recognize and promptly elevate safety risks, potential loss of housing, significant resident incidents, suspected abuse or neglect, unresolved service barriers, and matters beyond delegated authority.

### 3. Case Manager Onboarding, Training, and Coaching

- Assist the Program Manager in implementing a structured onboarding plan for new Case Managers, including orientation to sites, resident populations, service standards, policies, partner agencies, documentation systems, and escalation procedures.
- Provide practical instruction through demonstrations, shadowing, joint visits, review of sample records, and guided practice in assessments, individualized service plans, case notes, HMIS entries, referrals, and incident reporting. Promote peer learning and facilitate case discussions or short skill-building sessions as requested.

- Offer ongoing coaching and constructive, specific feedback; reinforce expectations and identify skill gaps or training needs for the Senior Program Manager.
- Develop or maintain practical training aids, checklists, workflow guidance, and resource information with management approval; help introduce updated procedures consistently across the team.

**4. Documentation, Quality Assurance, and Compliance**

- Conduct routine reviews of assigned Case Managers' resident files and electronic records using established checklists and review schedules; assess completeness, timeliness, accuracy, clarity, and consistency with program requirements.
- Provide direct instruction on corrections, identify recurring documentation errors, establish reasonable follow-up dates, and recheck whether deficiencies have been resolved. Report recurring or significant compliance concerns and unresolved deficiencies to the Senior Program Manager.
- Support preparation for internal reviews, funder monitoring, file audits, reporting deadlines, and implementation of corrective action plans as directed.

**5. Daily Coordination, Communication, and Program Support**

- Review assigned Case Managers' end-of-shift reports and other designated communication tools to identify urgent concerns, pending tasks, documentation gaps, service coordination needs, and trends requiring follow-up.
- Maintain regular communication with the Senior Program Manager, providing concise updates on significant cases, staff support needs, compliance findings, recurring operational barriers, and proposed solutions; immediately communicate urgent or high-risk matters.
- Support continuity of resident services during staff absences or caseload transitions, in coordination with the Senior Program Manager.
- Coordinate with Community Managers, Property Management, Adult Services colleagues, Community Services, and external partners to address resident needs and promote consistent practices.
- Assist with site visits, team meetings, case conferences, resident workshops, reports, data validation, special projects, and service-improvement initiatives.
- Identify recurring service gaps and recommend practical improvements to workflows, staff resources, documentation standards, and resident engagement practices.

**6. Other duties as assigned.**

## Lead Authority and Reporting Relationships

The Lead Case Manager provides day-to-day guidance and program coordination within parameters established by the Senior Program Manager. The Lead may identify concerns, coach staff, review work, request documentation corrections, document challenges and progress, and recommend actions. The Senior Program Manager retains responsibility for formal supervision, performance evaluation, disciplinary action, approval of leave and schedules, staffing and caseload decisions, policy exceptions, and final program or personnel decisions.

## Qualifications and Conditions

### Education and Experience

- Bachelor's degree in social work, psychology, counseling, human services, or related field and at least three years of relevant case management experience; OR an equivalent combination of education and substantial relevant experience, ordinarily at least five years.
- Demonstrated success managing complex resident or client situations independently; experience in permanent supportive housing, homelessness services, behavioral health, or affordable housing strongly preferred.
- Demonstrated ability to mentor, train, coach, or serve as a subject-matter resource to peers; prior formal supervisory experience is not required.
- Experience with HMIS or comparable case management databases, documentation quality review, and program reporting preferred.
- Many Mansions welcomes candidates with relevant lived experience.

### Knowledge, Skills, and Abilities

- Strong knowledge of Housing First, harm reduction, trauma-informed care, motivational interviewing, strengths-based practice, crisis response, and housing retention approaches.
- Ability to teach procedures clearly, provide constructive feedback, facilitate case consultation, and support colleagues.
- Excellent judgment in recognizing urgent safety, ethical, confidentiality, tenancy, and compliance concerns and escalating appropriately.
- Strong organization, attention to detail, record review, written documentation, time management, and follow-through; ability to balance direct services with lead responsibilities.
- Professional and respectful communication with residents, staff, Property Management, government agencies, and community partners; culturally responsive, nonjudgmental approach.
- Proficiency with Microsoft Office and electronic case management systems; familiarity with Ventura County HMIS preferred.
- Fluent professional English communication required; Spanish language skills highly preferred.

### Additional Requirements

- Ability to drive legally in California, with a valid California driver's license and required automobile insurance, consistent with organizational policy.
- Obtain and maintain CPR/First Aid certification as required.
- Maintain confidentiality and comply with applicable privacy, reporting, workplace safety, and organizational requirements.
- Ability to work on-site and travel between assigned properties; respond appropriately to crises and challenging interactions.

**Work Environment and Physical Requirements**

The corporate culture is friendly, and mission, client, and goal-oriented.

Moderate to high stress work pace. Environment may have frequent interruptions, time constraints, and emotional distress. Noise level is low to moderate.

Environment includes working in close proximity to the homes of residents who have been homeless and may be accustomed to street culture. May be exposed to profanity or language of a sexual nature and will need to be able to positively redirect residents and to model professional behavior.

Employees may be in contact with individuals and families in crisis who may be ill, using substances, and/or not be attentive to personal health and safety for themselves. Employees may experience a number of unpleasant sensory demands associated with a resident's use of alcohol and drugs and the lack of personal care.

The employee must be ready to respond quickly and effectively to many types of situations, including crisis situations and potentially hostile situations.

Should be comfortable working in a pet friendly environment.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

Physical demands: While performing the duties of this job, the employee is regularly required to sit, use hands to finger, handle, or feel objects, tools and/or controls, talk and hear. The employee is occasionally required to stand, walk, and reach using feet, legs, back, arms and hands. The employee must be able to lift and/or move up to 20-40 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception and the ability to adjust focus

**MANY MANSIONS IS AN EQUAL OPPORTUNITY EMPLOYER**

Selection will be based solely on merit and will be without discrimination in our employment practices, including compensation, against any employee or applicant because of race, religion, national origin, ancestry, sex, sexual orientation, gender identification, transgender status, sex stereotypes, age, physical handicap, mental disability, medical condition, marital status, domestic partner status, pregnancy, childbirth and related medical conditions, citizenship, and political affiliation or belief.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and functions of the job. If you require an accommodation, please make sure to inform the Human Resources Department by the first week of employment. If an accommodation is not required at the time of employment, but is later required, you must inform the Human Resources Department of the need for accommodation at the time it is needed.

Certifications

A copy of this Job Description was given to the staff member.

Date: _____ _____

Supervisor or Human Resources

I received a copy of this Job Description.

Date: _____ _____

(Staff Member)