



## Job Description - Case Manager, Supportive Housing

### Overview:

Category	Information
Job Title	Case Manager- Full-Time
Division	Adult Residential Services Division
Department (if any)	Supportive Services Department
Status	Non-Exempt
Hours	Full Time (40 hours)
Supervisor/ Reporting	Adult Services Manager
Supervisory Responsibilities	None

### **Many Mansions, Adult Residential Services Overview**

Many Mansions believes that everyone deserves a place to call home. It is from this belief that Many Mansions strives to provide affordable, quality, services-enriched rental housing for formerly homeless and those of very low income in Ventura and Los Angeles Counties. Our Adult Residential Services Division provides a comprehensive program designed to support residents' housing stability and help them achieve economic resiliency, self-sufficiency, social integration, and overall improved wellbeing. Specifically, our Supportive Services program is built to support previously homeless residents' transition out of homelessness. The program (operating according to Housing First principles), provides wraparound, on-site support as well as works with an extensive network of external partners that provides residents with additional resources and services.

**Position Description (brief):**

A Many Mansions Case Manager provides on-site intensive case management services to an assigned caseload of medium to high acuity households transitioning out of homelessness. Services include assessment, implementing and monitoring Individual Service Plans, crises intervention, and implementation of individual and communal programs that promote self-sufficiency by teaching life and other skills. In addition, the Case Manager is responsible for the coordination of multiple activities and services, in partnership with community-based organizations and agencies, to meet each resident’s specific needs related to housing, health, mental health, and income.

The Case Manager must maintain compliance with governmental reporting requirements and maintain organized records and files (paper and through online databases). While maintaining privacy and confidentiality of residents, the Case Manager collaborates with assigned Property Management Division staff on eviction prevention and ensuring residents success.

**Essential Job Duties & Responsibilities:**

To perform the job successfully, an individual must be able to perform each essential duty satisfactorily. The duties of the position of Case Manager include, but are not limited to, the following:

No.	Essential Duty or Responsibility
1	Provide comprehensive case management services for residents of permanent supportive housing, including but not limited to independent living skills, housing stabilization, household budget management, community integration, employment linkage, benefits establishment, and linkage to community providers for substance use, primary and mental health care, and other services needed to increase housing stability.
2	Engage and develop rapport with households transitioning out of homelessness by utilizing Trauma-Informed Care, Harm Reduction, and Housing First principles. Engage with residents through formal and informal interactions, reaching out at least twice a month.
3	In collaboration with residents, create individualized goal plans. Review and update quarterly and upon completion of goals. Complete the Initial, 6 month, and annual assessments with each permanent supportive housing resident in accordance with HUD’s requirements.

4	Maintain accurate and current resident files with all required documents and data in paper records and electronic databases. Conduct daily HMIS data entries of Service Transactions. Update and keep current HMIS case plans/ 6 month goals with follow-ups in the HMIS system. Complete all required reports including but not limited to monthly status, monthly caseload, resident list, and annual resident budget.
5	Collaborate with Property Management to ensure residents housing stability. Advocate on behalf of residents to address issues and barriers to housing. Keep up to date (including researching and conducting outreach to new partners) with a network of organizations and agency partners that provide resources and support to residents. Assist with referrals and linkages to eviction prevention and other resources.
6	Coordinate services with various Continuum of Care, HMIS, and referral agencies, as well as with Case Managers from Ventura County Behavioral Health, and other primary care and mental health providers on providing a wraparound, coordinated care approach to residents.
7	Provide workshops and learning opportunities for residents on topics such as financial literacy, strengthening families, independent living skills, wellness and recovery, conflict resolution and others as needed. Maintain daily calendar of activities and client services. Conduct outreach to residents to encourage participation.
8	Coordinate the special events that provide life enriching experiences and healthy social interactions for residents (holiday celebrations, recreational activities etc.). Work in coordination with other Departments to provide comprehensive services to benefit the residents and their families.
9	Maintain routine communication and set weekly meetings and monthly site-coordination meetings with the on-site Community Manager. Prepare for and attend case conferences. Attend monthly team and department meetings and send daily debrief emails to team members and supervisors as appropriate. Attend all internal department trainings and other professional development opportunities.
10	Other duties as assigned.

**Qualifications & Conditions :**

Category	Qualification or Condition
Communication	<p data-bbox="488 262 1421 331">Excellent communications skills, including but not limited to, the ability —</p> <ul data-bbox="537 373 1421 961" style="list-style-type: none"> <li data-bbox="537 373 1112 409">• To speak, write and read English fluently;</li> <li data-bbox="537 436 1421 520">• To write reports and other correspondence clearly, meaningfully, and persuasively;</li> <li data-bbox="537 548 1388 632">• To speak, listen, and respond effectively with and among staff, agencies, residents, and others;</li> <li data-bbox="537 659 1388 743">• To give presentations and speak effectively before groups and organizations.</li> <li data-bbox="537 770 1323 896">• To engage with persons experiencing homelessness with empathy and non-judgmental attitude, utilizing culturally responsive approaches.</li> <li data-bbox="537 924 1388 961">• An ability to converse in Spanish is preferred but not required.</li> </ul>
Computer Skills	<p data-bbox="488 984 1421 1157">Proficiency in computer and computer applications, including Microsoft Office programs (Word, Excel, PowerPoint, and Outlook), social media, data management programs, and the County of Ventura’s HMIS program.</p>
Driving	<p data-bbox="488 1173 1421 1304">Driving is required for this position. Therefore, the applicant must have the legal ability to drive a motor vehicle in California, proof of a valid California driver’s license, and adequate motor vehicle insurance.</p>

<p>Education and/or Experience</p>	<p>Substantial education and/or experience in the supportive affordable housing area, mental and behavioral health, social services, social work, case management or counseling. This includes, but is not limited to a combination of experience such as:</p> <ul style="list-style-type: none"> <li>• Bachelor’s degree from a four year college or university in social work, psychology, counseling, or related work (master's degree preferred);</li> <li>• Five years’ experience in mental and behavioral health, social services, social work, case management, and/or counseling;</li> </ul> <p>There must be demonstrated knowledge of case management and issues affecting homeless residents with disabilities (mental illness, developmental, etc.) Familiarity with best practices in homeless services, such as Housing First, Harm Reduction, Motivational Interviewing, Strengths-Based Case Management, and Trauma-Informed Care is preferred.</p> <p>Experience working with seniors or veterans is preferred.</p> <p>Many Mansions welcomes candidates with lived experience.</p>
<p>Leadership Skills</p>	<p>Demonstrated ability to work well with others and provide leadership.</p>
<p>Mathematical &amp; Reasoning Skills</p>	<p>Excellent mathematical and reasoning skills. This includes, but is not limited to, the ability to perform basic mathematical skills, the ability to resolve practical problems and deal with a variety of concrete variables in situations where only limited information exists, and the ability to interpret data and/or instructions.</p>
<p>Physical Demands</p>	<p>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.</p>

Work Environment	<p><b>Moderate to high stress work pace.</b> Environment may have frequent interruptions, time constraints, and emotional distress. Noise level is low to moderate.</p> <p>Environment includes working in close proximity to the home 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.</p> <p>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.</p> <p>The employee must be ready to respond quickly and effectively to many types of situations, including crisis situations and potentially hostile situations.</p> <p>Should be comfortable working in a pet friendly environment.</p> <p>Corporate culture is friendly and goal oriented.</p> <p>The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.</p>
Other Skills and Abilities:	<p>Ability to work overtime as needed.</p> <ul style="list-style-type: none"> <li>• Maintain and executes confidential information according to HIPAA standards</li> <li>• Obtain and maintain CPR/First Aid Certification</li> </ul>

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)