

HARBOR INTERFAITH SERVICES, INC.

Family Resource Center (FRC)

Family Reunification Housing Subsidy (FRHS) /Bringing Families Home (BFH)

Case Manager

JOB DESCRIPTION

The Family Reunification Housing Subsidy (FRHS) & Bringing Families Home (BFH) Case manager works under the supervision of the Director of the Family Resource Center for Harbor Interfaith Services in San Pedro, CA.

Harbor Interfaith Services (HIS) is a local non-profit organization that provides food, shelter, transitional housing, children's programs, and support services to the homeless and working poor in the South Bay area of Los Angeles, specifically Service Planning Area (SPA) 8.

The FRHS/BFH Case Manager will provide rapid re-housing and case management services to families in the child welfare system where parent(s)' homelessness is the sole barrier to the return of the child(ren) and/or families who are at risk of losing their child(ren) to the child welfare system. The FRHS/BFH Case manager will work in collaboration with 211 and DCFS.

Job Duties include but are not limited to:

- Provide case management to families in the child welfare system
- Complete the comprehensive standardized assessment
- Develop and implement a housing and supportive service plan
- Makes referrals to community based supportive services as appropriate
- Coordinates with other agency programs, 211, and Department of Children and Family Services
- Ensure families have the resources needed to secure permanent housing
- Input information and track financial assistance benefits through HMIS/Clarity
- Follow up with families to track permanent housing retention.
- Ensure files are accurate and up to date at all times
- Attend case conferences, mandatory meetings with the funders, Los Angeles Homeless Service Authority (LAHSA), SPA wide meetings, and any meetings to enhance the program
- Attend required trainings to maintain knowledge and updates of the Homeless Management Information System (HMIS)/Clarity
- Notify the FRC director immediately of any concerns
- Other duties as assigned

MINIMUM QUALIFICATIONS

EXPERIENCE / EDUCATION:

- BA in social work or related field or 2 years equivalent social services experience.

KNOWLEDGE AND SKILLS:

- Maintaining a non-judgmental attitude and a display of unconditional positive regard when working with highly vulnerable/challenging individuals.
- Ability to have a “whatever it takes” attitude when working with challenging families.
- Ability to maintain consistent follow up and engagement with those placed into permanent housing.
- Ability to work as a member of a team.
- Strong people skills and ability to work effectively with people of varying racial, ethnic, cultural, educational, and socio-economic backgrounds.
- Familiar with Harm Reduction and Housing First models of service delivery.
- Ability to listen with sensitivity to other people’s feelings, needs, and point of view; demonstrate tact and courtesy in expressing opinions or ideas, projecting a positive image of Harbor Interfaith Services, and recognizing opportunities to enhance community relations.
- Basic understanding of severe mental health, physical health, and substance abuse issues and symptoms.
- Be able to work flexible hours.
- Good organization skills and detail oriented; ability to manage multiple cases efficiently and effectively.
- Strong oral and written communication skills
- Creative problem-solving skills
- Bi-lingual (Spanish) preferred but not required