

Harbor Interfaith Services, Inc.
Case Manager, Permanent Supportive Housing
JOB DESCRIPTION

Harbor Interfaith Services, Inc. (HIS) 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.

Harbor Interfaith Services is looking to add a **full-time Case Manager, Permanent Supportive Housing (PSH)** to our team. This position is a **full-time role** with a set schedule of **8:30am to 5:30pm Tuesday through Saturday**.

The PSH Case Manager offers recovery oriented services in a permanent supportive housing setting, integrating evidenced based practices effective with individuals who have experienced chronic homelessness and have mental and/or physical health needs. Such services include outreach directly with the Long Beach Continuum of Care (CoC) for new residents, conducting initial assessments, developing individual service plans, providing intensive case management, crisis intervention, increasing access to benefits and healthcare, and integration and development within the residential community. This Case Manager will work collaboratively with a range of community service providers in the Long Beach area to ensure residents are stabilized in housing, improving the quality of their lives, and integrating into the community.

This position reports to the Regional Coordinator for Individuals in the Service Planning Area (SPA) 8.

Key responsibilities:

- Working directly with the Long Beach CoC system for new resident matches and coordinating with the individuals and the Long Beach CoC to verify applicant qualifications for permanent supportive housing, collecting application materials and submitting for housing.
- Using client information provided by the Long Beach CoC as well as performing an initial assessment of acuity and need.
- Using client information to create a person-centered goal plan in collaboration with the tenant addressing short term and long term goals.
- Utilizing the Long Beach HMIS System for all documentation.
- Providing field-based/mobile case management services in the areas of, but not limited to: independent living skills, housing stabilization, money management, community integration, employment, benefits establishment, linkage to community providers for problematic substance abuse, primary and mental health care, and all other services needed to assist tenants in reaching their treatment plan goals.
- Meeting tenants at a minimum of twice per month to provide strengths-based case management and service coordination services designed to assist tenants in obtaining and maintaining stable housing.
- Conducting crisis and risk assessments in consultation with the supervisor and greater team.
- Providing crisis intervention services focused on enhancing the tenants' ability to independently problem solve, utilizing effective coping skills, and managing and self-coordinating care.
- Providing onsite case management services.
- Mediating and advocating on behalf of the tenant to help them obtain and keep housing, healthcare benefits, entitlements, transportation, etc.
- Attending staff meetings, case conferences, training workshops, and community meetings as needed.

We would like to speak to you if:

- You have a Bachelor's degree in social work or a related field or 2 years of equivalent social services experience.
- You have a background in homeless services, case management, mental health and/or substance abuse treatment, or permanent supportive housing.
- You are bilingual (Spanish).
- You are familiar with the Harm Reduction, Housing First, Critical Time Intervention, and Trauma Informed Care models of service delivery.
- You have strong people skills and can work effectively with people of varying racial, ethnic, cultural, educational, and socio-economic backgrounds.
- You have creative problem-solving skills.
- You can work flexible hours.
- You have access to reliable transportation.
- You have a basic understanding of severe mental health and substance abuse issues and symptoms.