

Harbor Interfaith Services, Inc. | Family Shelter Program Case Manager | Job Description

Harbor Interfaith Services (HIS) is a non-profit organization that provides food, shelter, transitional housing, childcare, and support services to the homeless and working poor in the South Bay area of Los Angeles.

Harbor Interfaith Services is looking to add a **full-time Family Shelter Program Case Manager** to our team. We are recruiting people who are top performers with excellent people skills and a fierce passion for serving their community.

The Family Shelter Program Case Manager is responsible for assisting families to find stable, permanent housing by providing housing location, retention services, and financial assistance in collaboration with the SPA Coordinated Entry System (CES).

This position will report the Director of Housing and has a set schedule of Monday through Friday, 8:30am to 5:30pm.

Key responsibilities:

- Providing case management to families living in the shelter programs
- Completing the comprehensive standardized assessment
- Developing and implementing the housing and supportive service plan
- Ensuring families have the resources needed to secure permanent housing
- Tracking financial assistance benefits through HMIS
- Notifying the Director of Housing of any concerns
- Working with the CES Families team to coordinate services and next steps
- Answering telephones, greeting clients, and troubleshooting as needed
- Ensuring client files are accurate and up to date
- Conducting room inspections
- Coordinating maintenance issues with the HIS Facilities Manager
- Attending required trainings, case conferences, and staff meetings and completing other duties as assigned.

We would like to speak to you if:

- You have a Bachelor's degree in social work or two years of equivalent experience.
- You are familiar with the Housing First and Harm Reduction models of service delivery.
- You have previous case management experience and familiarity with HMIS.
- You have strong people skills and the ability to work effectively with people of varying backgrounds.
- You are bilingual (English and Spanish – preferred but not required).
- You have a valid California driver's license, a clean driving record, and adequate auto insurance.

About Harbor Interfaith Services

Our mission is to empower the homeless and working poor to achieve self-sufficiency through support services including shelter, transitional housing, food, job placement, advocacy, childcare, education, and life-skills training – and that mission is achieved through our people. We provide an inclusive environment where all are empowered to share their diverse perspectives and experiences so we can ultimately be better together. Our policies, practices, programs, activities and decisions regarding employment, hiring, assignment, compensation, and volunteerism are not based on a person's race, color, sex, age, religion, national origin, mental or physical disability, ancestry, military discharge status, sexual orientation, gender identity or expression, marital status, parental status, housing status, or other protected status.

If you are interested in this position, please send your resume and contact information to the attention of Human Resources at hr@harborinterfaith.org.

Harbor Interfaith Services is an at-will employer, meaning we or our employees have the right to terminate the employment relationship at any time, for any reason, with or without cause.

Harbor Interfaith participates in the E-Verify Program.