



# SAN JOSE OBRERO MISSION

Offering Hope • Building Community

## Position Description

**Title:** Program Case Manager

**FLSA Status:** Exempt

**Department:** Case Management

**Employment Status:** Full-Time

**Reports to:** Director of San Jose Obrero Mission

## History and Agency Background

San Jose Obrero Mission's mission and principal activities are to provide housing and employment services that lead to self-sufficiency among individual men and women through its Interim Housing Program and families through its Permanent Supportive Housing program. The Interim Housing Program operates on the "housing first" approach, focused on providing homeless individual men and women with access to housing as quickly as possible to help stabilize their situation. Support services include vocational and job-training opportunities which are critical to the future success of clients as they achieve self-sufficiency. The program is designed to achieve results within a 120-day time frame. During this period of time participants advance through three progressive levels, according to a pace appropriate to each client.

The Case Manager is responsible for providing case management services and case coordination to individuals in all SJOM programs. The Case Manager must have working knowledge of homeless issues, oppression, client advocacy, community resources, drug and alcohol issues, and human development. The Case Manager will also carry additional administrative responsibilities that assist the Director of SJOM.

## Duties and Responsibilities

1. Ensure case management service plans for residents of the Permanent Supportive Housing, Men in Crisis, and Casa del Sol programs. Ensure proper documentation of all clients including identifying existing problems and barriers, setting goals, and developing an action plan for sustainability.
2. Coordinate and make referrals to appropriate providers and resources to support all clients with their goals.
3. Meet with clients on a bi-weekly basis to discuss, assess, and assist in the removal of barriers and meeting case management and action plan goals.
4. Maintain accurate and ongoing documentation in individual client files through HMIS, forms and assist the Director in completion of reports required for contract and grant requirements, and organizational policies and procedures.
5. Preserve the database of all residents entering and exiting the interim housing programs and clients served to ensure timely completion of all quarterly reports required by the Interim Housing Programs funding sources.

*Updated 7/6/17*



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6. Retain all curfew, meal, sign-in and sign-out sheets, and prepare for reporting.
7. Provide support to the Case Management Team to discuss cases and implement best practices, as needed.
8. Assist in the orientation, intake, and assistance disbursement of our Homeless Prevention Funds.
9. Support the coordination of event planning, move-outs, and furniture drop-offs for all clients in respective caseloads.
10. Respond to client emergencies by sharing the on-call responsibility with the case management team and be on-call at least once a week per month.
11. Be flexible, creative, self-motivated, and have the ability to establish rapport with a culturally diverse population.
12. Promote a climate of openness, respect, and sense of team, and create shared ownership for accomplishments and creative problem-solving leading to individual and communal goal attainment.
13. Promote the security, cleanliness, orderliness and integrity of program space, and the collegial relationships needed to support consistent excellence in service quality.
14. Participate and provide leadership as needed in agency staff meetings and staff development opportunities.
15. Represent SJOM in the best light possible to clients, visitors, and guests.
16. Perform other duties as assigned.

### **Position Requirements**

- Bachelor's degree from accredited institution in human services or equivalent experience and related studies.
- Proficient in English and Spanish preferred.
- Good organizational, team-building, verbal, and written communication skills.
- Available to work flexible schedule including some nights, weekends, and holidays.
- Able to work with homeless individuals of diverse backgrounds and disabilities, including physical, mental, substance abuse, HIV/AIDS, etc.

### **Training and Experience**

- First Aid/CPR training, Mandated Reporter and Food Handling certifications or willingness to obtain them at employer expense.

*Updated 7/6/17*



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This job description is not intended to be all-inclusive. Employee shall perform other duties as appropriate to the position.

San Jose Obrero Mission reserves the right to revise or change job duties as the need arises. This job description does not constitute a written or implied contract of employment.

### **Statement of Equal Opportunity:**

San Jose Obrero Mission is an equal opportunity employer and does not discriminate on the basis of race, color, religion, sex (including pregnancy), national origin, ancestry, age, marital status, sexual orientation (including gender identity), military status, disability, language (any language use not related to job duties), or any other status protected by applicable federal, state, or local law.

### **Application Instructions:**

Email cover letter and resume to: [trpjobs@resurrectionproject.org](mailto:trpjobs@resurrectionproject.org)