



Supportive Housing & Community Services

P.O. Box 424670, San Francisco, CA 94142

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JOB ANNOUNCEMENT – PLEASE POST AND CIRCULATE

- POSITION:** Case Manager I - Full-time, on-site, M-F 9-5, [Several Positions Available](#)
- SALARY:** \$29.33 hour (\$61,008 annualized) with excellent benefits including 15 days of vacation, 15 days of sick leave, and 14 holidays, with medical and dental insurance benefits and daily, paid, hour lunch break.
- REPORTS TO:** Program Director I or Associate Director SHP

THE ORGANIZATION: As a non-profit organization Conard House, Inc. builds welcoming communities and caring relationships that empower people and restore hope. We work with a diverse adult population and strive for cultural competency by respecting experience, promoting inclusion and building community. The position is with Conard House Supportive Housing Program, which provides on-site supportive services to formerly homeless adults with behavioral and medical health needs. Services include: income advocacy, money management, supportive case management and referrals to health care services. This position is included in the Collective Bargaining Agreement with SEIU 1021. Pursuant to the city and state's Fair Chance Ordinance, we will consider qualified applicants with conviction records for employment. We are a committed equal opportunity employer. People with diverse cultural backgrounds encouraged to apply.

QUALIFICATIONS: Bachelor's Degree or equivalent experience providing direct services to adults with mental health, substance use, and complex medical needs. Demonstrated case management skills and knowledge of entitlement, redetermination, appeals processes and treatment and social service referral resources. Must have good written communication skills. Experience with the C.A.A.P. program a plus. Working knowledge of Harm Reduction a plus. Effective advocacy, organizational, and communication skills (including de-escalation and conflict resolution) needed. Ability to work as a team member towards common goals and objectives. Must successfully complete a background check after conditional job offer.

DUTIES:

- Provide services to residents in a manner that is supportive, constructive and non-judgmental.
- Conduct intakes in collaboration with Property Management, and formulate case presentations.
- Admit and orient new tenants to the program.
- Assess tenant service needs and make appropriate referrals and linkage to community services and resources.
- In collaboration with tenant create service plan and provide ongoing support to assist tenant achieve service plan goals.
- Coordinate services and planning with other services providers for referrals, linkage, and support for tenant.
- Provide advocacy assistance pursuing entitlements, clothing, health care, mental health, and other services. Assist tenant in pursuing/maintaining benefits and provide money management services.
- Maintain up-to-date case files in adherence with agency and funding department documentation standards.
- Facilitate/participate in community building events; must be able to prepare and distribute food to our tenants.
- Participate in on-site food pantry distribution involving lifting and carrying up to 20 lbs.
- Respond in crisis situations and provide de-escalation and conflict resolution assistance.
- Develop and implement exit plan for tenant upon discharge from the program.
- Work in collaboration with tenant and Property Management for housing advocacy and retention. Make appropriate referrals as needed.
- Perform general office duties such as phones, filing, doing rosters, etc.
- Attend on-site and agency meetings and trainings as scheduled.
- Perform other duties as assigned.

APPLICATION PROCEDURE: Send resume and letter of intent to Hiring Manager by email to SHP-jobs@conard.org. Open Until Filled.

CMI SHP 8-18-23

Our Mission is to build welcoming communities and caring relationships that empower people and restore hope.