



Supportive Housing & Community Services
P.O. Box 424670, San Francisco, CA 94142
Ph: (415) 864-7897 Fax: (415) 864-7093
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JOB ANNOUNCEMENT – PLEASE POST AND CIRCULATE

POSITION: Case Manager I - Full-time
SALARY: \$22.76 per hour (\$47,339 annualized) plus excellent benefits
REPORTS TO: Program Director I

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- The McAllister, 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.

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. 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. Proficient in MS Office. Working knowledge of Harm Reduction, a plus. Experience with the C.A.A.P. program a plus. Must successfully complete a background check after conditional job offer.

DUTIES:

- Provide on-site services to tenants 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 follow through with service plan goals.
- Initiate/participate in service coordination meetings with outside service providers.
- 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 to crisis situations and provide de-escalation and conflict resolution assistance.
- Implement exit plan with tenant upon discharge from the program.
- Perform general office duties such as phones, filing, etc.
- Attend on-site and agency meetings and trainings as scheduled.
- Work in collaboration with tenant and Property Management for housing advocacy and retention. Make appropriate referrals as needed.

APPLICATION PROCEDURE: Send resume and letter of intent to Sandra Davis (Program Director) by mail, email: McAllisterjobs@conard.org or fax: 415-503-1197. Open Until Filled

PEOPLE FROM CULTURALLY DIVERSE BACKGROUNDS ARE ENCOURAGED TO APPLY.