

POSITION: Resident Case Manager (Host Home)

REPORTS TO: Host Home Program Coordinator

STATUS: Non-Exempt; Full-Time; Regular

COMPENSATION: \$17 Hourly Wage

BENEFITS: Medical, Dental, Vision, and Life Insurance; Employee Assistance Program; and 401(k) retirement plan; Paid Holidays, Sick, and Vacation

LOCATION: The Sacramento LGBT Community Center

JOB SUMMARY:

The Resident Case Manager for Host Home is responsible for providing direct, supportive, and individually tailored services. The case manager's training and role are focused on the needs of LGBTQ+ Transition Age Youth (TAY) 18-24 years old that are experiencing homelessness.

Responsibilities include: developing and implementing client-centered service plans that support and progress toward their goals, navigating partnerships with community organizations and groups, coordinating care from multiple service providers, and promoting healthy relationships. This position is based on the organization's mission to improve the health and wellness of LGBTQ+ community members in order to create a region where LGBTQ+ people thrive.

This position reports to the Host Home Program Coordinator and works in partnership with other programming staff, stakeholders, and community members of diverse backgrounds. This is a full-time, non-exempt, grant-funded position.

ESSENTIAL FUNCTIONS:

- Responsible for conducting housing intake interviews and Host Home orientation with new TAY clients; assess client vulnerability through motivational interviewing; and make individualized plan recommendations.
- Facilitate host and client interviews to strategically and ethically match them with each other.
- Provide trauma-informed care and crisis intervention, as needed. Use harm reduction planning strategies.
- Develop short-term case plans for clients to meet immediate needs; Work with each client to develop individual success plans to meet medium and long-term goals.
- Conduct intensive case management including collaboration with outside agencies to secure wrap-around services for clients (housing, food security, income, education, healthcare, mental health, etc.).
- Maintain accurate documentation of client goals and needs, case management services, including client files and service entries into the in-house program database, the county-wide Homeless Management Information System (HMIS), and other reporting requirements.
- Transport clients, as needed.
- Participate in the design of support groups and workshops for youth and hosts.
- Adhere to agency and program policies, procedures, and protocols including the maintenance of confidentiality.
- Keep supervisor informed of all program, staff, and client developments including concerns, accountability, conflict resolution, and grievances.
- Serve as a representative of the organization in collaborative partner networks (Sacramento Continuum of Care, Homeless Youth Taskforce, etc.) and at related community and Center events and activities.
- Participate in staff meetings, planning meetings, trainings, and other meetings as needed.
- Perform other duties as assigned.

QUALIFICATIONS AND EXPERIENCE:

- Experience working with LGBTQ+ and TAY experiencing homelessness, a familiarity with issues of particular relevance to intersectional identities within the LGBTQ+ community; lived experience is a plus.
- Understanding of harm reduction frameworks, trauma-informed service models, and how they apply to client-centered approach.
- Demonstrated ability to work effectively with people of diverse races, ethnicities, nationalities, sexual orientations, gender identities, socio-economic backgrounds, religions, ages, English-speaking abilities, immigration status, and physical abilities in an empathetic and empowering way. Knowledge of sociology or social systems is helpful.
- Working knowledge and relationships with community resources as they relate to crime victim services, homelessness, and TAY.
- Ability to anticipate and address crises, problem-solve effectively, maintain appropriate boundaries, work independently and in collaboration with a team, and create a collaborative relationship with clients.
- Excellent interpersonal, verbal, and written communication skills.
- Bilingual fluency in English and one or more other languages is preferred.
- Proficient working knowledge of Microsoft Office 365, including Outlook, Word, Excel, PowerPoint, OneDrive, client services databases.
- Offers of employment may be contingent on satisfactory results of a criminal history background check.

REQUIREMENTS:

- Must be 21 years of age.
- Education:
 - MSW or MA in social work or related field from accredited graduate school and minimum one-year experience providing direct service is preferred.
 - BA in a related field from an accredited university or college and 2 years of direct service experience in case management, counseling, or related experience is acceptable.
 - Direct service experience in the related fields may be substituted for formal education.
- Must have a valid driver's license and reliable automobile transportation with proof of valid insurance. Must be willing to drive during work hours for pick-up, drop-off and transportation of clients and materials as necessary.
- Must receive and pass the CPR/First Aid certification within the first three months of employment.
- Passion for the Center's mission and work to create a region where LGBTQ+ people thrive and a commitment to follow all policies and procedures of the organization

TO APPLY:

Email a cover letter and resume as attachments to jobs@saccenter.org with the position title in the subject line; or submit a cover letter indicating the position you are applying for and application/resume to 1015 20th St., Sacramento, CA 95811. Please highlight why you are interested in Host Home case management, and why you are a good fit for this position. For more hiring opportunities, visit saccenter.org/careers.

About the Organization:

The Sacramento LGBT Community Center works to create a region where LGBTQ+ people thrive. We support the health and wellness of the most marginalized, advocate for equality and justice, and work to build a culturally rich LGBTQ community.

Position is located in Sacramento, CA.

Equal Opportunity:

The Sacramento LGBT Community Center is an Equal Opportunity employer. We actively seek applications from all persons regardless of their race, color, ancestry, religious creed, national origin, sex, sexual orientation, gender identity, gender expression, medical/physical/mental condition, HIV/AIDS status, pregnancy/childbirth and related medical condition, age, marital status, or veteran status.