



**Homeless Services Center
Supportive Services for Veteran Families (SSVF)
Case Manager**

Homeless Services Center (HSC) partners with individuals and families to create pathways out of their homelessness into permanent housing. HSC is a leader in working to end homelessness – and we want you to be part of our team.

HSC is looking for individuals eager to make a difference and willing to commit to join in our vision that homelessness in Santa Cruz County should be rare, brief and non-recurring.

Job Description

Following evidence-based practices, the SSVF Case Managers will outreach to and provide effective case management for homeless families (individuals and those with partners and children) geared toward ending their homelessness. Santa Cruz County's SSVF program is a multi-agency partnership and requires individuals with a high degree of experience working collaboratively toward a common goal. Sensitivity to and understanding of veteran-specific challenges is highly valued. Veterans are encouraged to apply.

Job Duties:

- Work with HSC participants to identify and develop a pathway to housing that is individualized and evidence-based.
- Act as primary liaison between client and multiple agencies
- Assist clients in obtaining any and all public benefits for which they are eligible
- Participate in eligibility process through screening and selection of residents
- Perform intake interviews, assessments, and assist participants in developing individual case plans
- Interact with any volunteers by providing leadership, support, and positive role modeling
- Participate in the planning and providing of educational/informational groups for the residents
- Develop and maintain accurate written case records including intake, assessment, ongoing case plan, and progress notes
- Meet all administrative requirements including recordkeeping, HMIS, staff meetings, etc.
- Maintain confidentiality and treat participants with dignity and respect at all times
- Assist Program Manager in overall administration of program

Qualifications:

- 3-5 years' experience in providing direct social services to disenfranchised communities
- Master's degree preferred. Bachelor's degree in related field or equivalent work experience required
- Spanish language literacy and fluency a strong plus

- Desire and ability to meet people where they are at and create an environment that nurtures mutually respectful , empowering relationships
- Ability to develop most case plans and specialized casework services with considerable independence, perform evaluation and assessment duties
- Demonstrated sensitivity to, and knowledge of, the needs of homeless individuals
- Ability to communicate effectively and respectfully with people coming from diverse lifestyles, background, racial and cultural groups.
- Knowledge and practice of motivational interviewing and trauma-informed services highly valued
- Acquaintance with and ability to relate to community agencies, local businesses and landlords, public social services, and assistance programs
- Experience with mentally and physically disabled populations
- Ability to deal effectively and constructively with emotionally charged situations between individuals and within groups
- Demonstrated conflict de-escalation and conflict resolution skills a must
- Proficiency in Microsoft Office Suite including comfort in using Word and Excel and confidential database use such as HMIS or equivalent.
- Some positions require a valid California driver's license and car with insurance.
- Other duties as assigned

Hours:

This is a full time, benefited, hourly, non-exempt position. Occasional evenings and weekends required. Health Insurance, PTO and Vacation Benefits begin after 90 day probationary period.

To Apply: Please email a cover letter and resume to the attention of Human Resources at recruiter@santacruzhs.org. No Phone calls or faxes. HSC is an Equal Opportunity Employer.