



Homeless Services Center Case Manager - CHAMP

Reports to: Housing Support Manager

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

Job Description

CHAMP Case Managers support individuals and/or families who are experiencing homelessness by facilitating housing placement and providing direct support to create an individualized service plan that will help them achieve housing, life stability and greater independence. CHAMP Case Managers report directly to the Housing Support Manager.

Job Duties:

- Perform intake interviews, assessments, and assist participants in developing individual case plans.
- Facilitate participants' pathway to permanent housing in coordination with housing navigator and other programs, agencies, and organizations.
- Provide ongoing case management including assessment, referrals, budget assistance, housing placement, and promoting housing stability with individuals as assigned.
- Accept each participant for who they are and where they are, and then provide options, information and choices that allow for stimulating change.
- Interact with any volunteers by providing leadership, support, and positive role modeling.
- 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 in overall administration of program.
- Perform other duties as assigned.

Qualifications:

- A Bachelor's degree OR three (3) years in providing direct social services to disenfranchised communities.
- Master's degree preferred. Bachelor's degree in related field or equivalent work experience required
- Bilingual Spanish 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
- Demonstrates 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, public social services, and assistance programs
- Acquaintance with and ability to work with domestic violence issues through direct services or referral to 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.

Hours:

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