Position: Case Manager – CalWORKs Program

Bilingual: English and Mandarin or English and Spanish Required

Classification: Non-exempt

Work Schedule: Full-time (40 hours per week, may require evening, night and/or weekends)

Agency Overview: La Casa de las Madres (La Casa) is a nonprofit provider of service for battered women and their children. Founded in 1976, La Casa is San Francisco’s oldest domestic violence program, providing comprehensive supportive services through an Emergency Shelter, 2-24 hour hotlines, non-residential Community Programs, and Community Education and Outreach Programs serving over 20,000 women, teens and children survivors of domestic violence each year.

Position Summary: The Case Manager – CalWORKs Program, under the direct supervision of the Community Programs Manager or her/his designee, will work on-site at the City and County of San Francisco’s Human Services Agency (HSA) office to increase safety for domestic violence survivors applying for or receiving CalWORKs welfare-to-work plan services. The Case Manager will also work to increase the capacity of the San Francisco Department of Human Services (DHS) staff to respond to domestic violence, and increase the capacity of other community agencies providing services to CalWORKs clients. Responsibilities include, but are not limited to the following:

Essential Functions and Responsibilities

- Provide comprehensive services to current or potential CalWORKs clients, including crisis intervention and safety planning, advocacy and employment service as related to supporting domestic violence specific needs in the CalWORKs welfare-to-work plan context.
- Collaborate closely with DHS staff to ensure coordinated care for domestic violence survivors and avoid duplication of services.
- Conduct individual and program consultation to DHS regarding issues related to domestic violence, on a regular and as-needed basis.
- Organize and conduct engagement opportunities to provide general education for clients on domestic violence and/or related topic, on at least a quarterly basis.
- Conduct presentations to DHS staff and population of clients related to the services that La Casa will provide.
- Maintain an ongoing knowledge of CalWORKs welfare-to-work plan policy and regulations regarding clients currently or previously experiencing domestic violence and identify areas for improvement.

General Responsibilities

- Strictly maintain for safekeeping client files and confidential client communications in compliance with grant and/or contract guidelines.
- Participate in regularly scheduled staff and case management meetings.
- Execute, maintain, and submit program documentation and data, including evaluations and surveys, in accordance with grant requirements.
- Complete other duties, including service site specific, as identified and assigned.

Minimum Qualifications:

- BA/BS in Behavioral Sciences and a minimum of 2 years, verifiable, case management experience in relevant and related field.

La Casa de las Madres is an equal opportunity employer. EEO Policy available upon request

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- Or GED/High School diploma or 2 year degree with a minimum of 3 years, verifiable, case management experience in relevant field.
- Significant experience in domestic violence, housing and homelessness, mental health, substance abuse, and physical illnesses.
- Strong working knowledge of community resources in the San Francisco-Bay Area.
- Knowledge of counseling techniques, peer counseling models, crisis intervention, social milieu and group facilitation.
- Understanding of confidentiality and privilege laws.
- Ability to work independently and navigate public transportation to and from multi-site collaborative.

**Bilingual: English and Mandarin or English and Spanish required** – plus direct experience working with culturally diverse populations.

- Must be able to fulfill physical requirements of the job (lifting, pulling, pushing, carrying as well as walking up & down stairs multiple times per day, etc.);
- Verifiable completion of state mandated 40-hour Domestic Violence Counselor training or will complete the next scheduled agency 40-hour Domestic Violence Counselor training.
- Clearance through DOJ/FBI Live scan fingerprinting required; La Casa de las Madres will consider applicants, including those with criminal histories, in a manner consistent with San Francisco’s Fair Chance Ordinance.
- Comply with all requirements related to employment at the HSA-Department of Human Services (DHS) office, including but not limited to: completion of DHS minimum orientation requirement (privacy and confidentiality training, new employee orientation, obtain required security IDs, placements, etc.).
- Valid California Driver’s License, clean driving record and insurable under agency policy.

**Required Competencies:** To perform the job successfully, an individual should demonstrate the following competencies in executing the essential functions of this position.

- Problem solving – identify and resolve problems in a timely manner by gathering and analyzing information skillfully.
- Interpersonal skills – remain open to others’ ideas and exhibit a willingness to try new approaches.
- Managing Up - Ability to exercise good judgment and manage communications with supervisor and/or agency leadership.
- Oral communications – speaks clearly and persuasively in positive or negative situations, demonstrates group presentation skills and ability to conduct meetings.
- Written communications – edits work for spelling and grammar, presents numerical data effectively and is able to read and interpret written information.
- Planning/organizing – prioritizes and plans work activities, uses time efficiently and develops realistic action plans.
- Quality control – demonstrates accuracy and thoroughness and monitors own work to ensure quality.
- Relationship building - Demonstrated ability to build and maintain collaborative relationships with partner agencies while exhibiting a strong commitment to La Casa’s philosophy and values.
- Adaptability – adapts to changes in the work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events.
- Dependability – consistently at work and on time, follows instructions, responds to management direction and solicits feedback to improve performance.
- Safety and security – actively promotes and personally observes safety and security procedures, and uses equipment and materials properly.

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**Compensation & Other Information:** up to $25.45 per hour- DOE. The Case Manager position is full-time (40 hours per week), that will require some evening & weekend hours. Formerly battered women are encouraged to apply.

**Benefits:** Option between two Kaiser health plans, vision, dental, life insurance, long term disability, employee assistance program, tuition reimbursement, health savings account, employee funded 403(b) retirement plan with employer match option, 12 paid holidays, 2 additional paid days off for employee’s birthday and work anniversary, and generous vacation plan (1.0 FTE tiered: 2.4 weeks in first year- up to 4.8 weeks at 4 years of service).

**To Apply:** Send resume with cover letter in PDF format to: hr@lacasa.org, or mail your cover letter and resume to: La Casa de las Madres - CM, 1269 Howard Street, San Francisco, CA 94103, Fax: (415)503-0301