**POSITION:** CASE MANAGER – MARY ELIZABETH INN PROGRAM

**CLASSIFICATION:** NON-EXEMPT

**WORK SCHEDULE:** FULL TIME (40 HOURS PER WEEK), MONDAY THRU FRIDAY, WILL REQUIRE SOME DAY, EVENING, NIGHT, WEEKEND, AND OR HOLIDAY HOURS.

**BILINGUAL:** ENGLISH AND SPANISH PREFERRED

**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 19,000 women, teens and children survivors of domestic violence each year.

**Service Site Overview:** Mary Elizabeth Inn (MEI) operates two Single Occupancy Residence (SRO) facilities located in the Lower Nob Hill and Tenderloin area of San Francisco. In addition to housing with an unlimited length of stay, MEI through funding from the Department of Human Services provides services that may include access to and referrals for health care; mental health and substance abuse prevention and treatment; intimate partner/domestic violence, family support, vocational, educational and employment services; counseling, case management; and other services to low income and/or formerly homeless individuals and families that may include an adult with one or more disabilities including mental illness, HIV/AIDS, substance abuse, chronic health conditions, or development disabilities.

**Responsibilities:**
Under the supervision of La Casa’s Clinical Supervisor or designee, the Case Manager will provide support to residents. The emphasis will be on providing intensive case management to qualified residents as well as the development of on-site programs that educate and support all residents of the Mary Elizabeth Inn and /or Hotel Verona. The Case Manager will:

- plan, implement and evaluate intensive case management and counseling services;
- provide for comprehensive assessments that will result in individual service plans;
- promote community building amongst residents through the development of client centered activities such as social gatherings and/or outings;
- develop and implement resident training or support programs including vocational, educational, money management, life skills training, healthy relationships and health education;
- coordinate linkages and work collaboratively with community-based organizations to ensure accessibility and greater options for residents and their families;
- oversee and manage program documentation in accordance with grant requirements;
- coordinate with and provide consultation to the MEI administrative team as needed;
- participation in weekly case conference/staff meetings with the MEI administrative team;
- participation in weekly direct supervision at La Casa; and
- maintain a clean work space including but not limited to cleaning after yourself after all activities such as client interviews, usage of shelter facilities, kitchen/s, break rooms and restrooms.
- other duties identified that will insure the success of the project.

**Skills and Qualifications:**
- BA degree in Social Work or Counseling preferred with a minimum 2 years experience working with formerly homeless or victims of domestic violence.
• High School/GED required with a minimum of 5 years verifiable relevant work experience.
• Significant experience in mental health, substance abuse, domestic violence, homelessness and physical illnesses and a working knowledge of community resources in the San Francisco area.
• Bilingual (English/Spanish) with direct experience working with culturally diverse populations required.
• Knowledge of case management, counseling techniques, peer counseling models, crisis intervention, social milieu and group facilitation.
• Experience in services program development, management, documentation and coordination.
• Understanding of confidentiality and privilege laws.
• Ability to handle multiple responsibilities, effective problem-solving/mediation skills, and a commitment to team work.
• Ability to work independently at an off-site location and as part of a multi-site team.
• Ability to approach work with a positive, supportive and sensitive attitude and demeanor.
• Must be able to fulfill physical requirements of job (lifting, pulling, pushing, carrying, walking up and down stairs multiple times per day, etc.)
• Strong written and verbal communication skills.
• Computer literate.
• 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 Livescan 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.
• 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.
Compensation and other information: Up to $25.45 per hour-DOE. Candidate will require relevant verifiable work experience to qualify for the maximum rate. The Case Manager position is full-time (40 hours per week), that will require some evening & weekend hours. Formerly battered women encouraged to apply.

Excellent benefit package includes: Option between two Kaiser health plans, vision, dental, life insurance, long term disability, employee assistance program, 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.