**Position:** FCS Specialist-Case Manager

**Bilingual:** English and Spanish Preferred

**Classification:** Non-exempt

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

**Worksite:** On-site at La Casa de las Madres’ Drop-in Center located at 1269 Howard Street, San Francisco, CA 94103, or co-located at community partner sites. Adherence to COVID-19 preventative policies will apply, including daily symptom self-screen, COVID-19 Mandatory Vaccine Policy, and regular COVID-19 diagnostic testing.

**Agency Overview:** La Casa de las Madres (La Casa) is a nonprofit service provider for battered women and their children. Founded in 1976, La Casa is San Francisco’s oldest domestic violence program, providing comprehensive support 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 FCS Specialist-Case Manager, under the direct supervision of the Program Director or their designee, will work on-site at La Casa de las Madres’ Drop-in Center to provide comprehensive intervention and referral services to families who are involved with Child Protective Services (CPS) or families who have been referred to the Human Service Agency’s (HSA) Family and Children’s Services (FCS) Hotline. Services intended to increase the safety of family and children include:

**Essential Functions and Responsibilities**

- Provide comprehensive services to families experiencing domestic/intimate partner violence, including crisis intervention, safety planning, counseling, case management, home visits, self-sufficiency skill building, and parenting education.
- Conduct individualized risk/lethality assessments.
- Organize and conduct skill-building and peer support engagement opportunities to provide general education for clients on domestic/intimate partner violence, positive parenting techniques, understanding the impact of DV on children, building resiliency in children, and related topics.
- Manage client referrals to needed community resources external to and within La Casa’s continuum of program services.
- Provide consultation and referral services to the person who perpetrated domestic/intimate partner violence, as appropriate.
- Participate in child and family team meetings and case consultation with FSA’s assigned Protective Service Worker (PSW).
- Conduct individual and program consultations with FCS regarding issues related to domestic violence on a regular and as-needed basis.
- Conduct presentations to FCS staff and a population of clients related to the services that La Casa will provide.
- Maintain ongoing knowledge of FCS practices and policies such as the California Child Welfare Core Practice Model.

**General Responsibilities**

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

**Minimum Qualifications:**
- BA/BS in Behavioral Sciences (Social Work preferred) **and** a minimum of 5 years of verifiable case management experience in a relevant and related field preferred.
- Will consider a GED/High School diploma or two-year degree with a minimum of 7 years of verifiable case management experience in domestic violence, child welfare, housing and homelessness, mental health, substance abuse, and physical illnesses.
- Significant experience providing comprehensive domestic violence intervention and consultation services for families involved with or referred to Child Protective Services (CPS).
- Direct experience working collaboratively with a public agency, such as child welfare or other community-based organizations that provide services to the targeted population.
- 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 Spanish preferred** – 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-Family and Children’s Services (FCS) office, including but not limited to: completion of FCS minimum orientation requirements (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 promptly by gathering and analyzing information skillfully.
- Interpersonal skills – remain open to others’ ideas and willing to try new approaches.
- Managing Up - Ability to exercise sound judgment and manage communications with supervisor and 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 can read and interpret written information.
- Planning/organizing – prioritizes 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 firmly committed to La Casa’s philosophy and values.
• Adaptability – adapts to changes in the work environment, manages competing demands, and can 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 $34.00 per hour-DOE. The 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.

**Excellent benefits 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, two additional paid days off for employee’s birthday and work anniversary, and generous vacation plan.

**To Apply:** Send your resume with a 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.

**La Casa de las Madres is an Equal Opportunity Employer:** We cultivate a culture of inclusion for all employees that respects their strengths, views, and experiences. We believe that our differences enable us to be a better team. EEO Policy is available upon request. Formerly battered women are encouraged to apply.

**La Casa Contact:** Temo Skidmore, HR and Accounting Assistant (415)503-0500 extension 327 or via email at temo@lacasa.org