**Position Title:** Case Manager  
**Reports to:** Maria Amezcua, Program Director  
**Hours:** Full time 1.0 FTE Shifts, days, and times will vary based on event needs  
**Length of Position:** July 2022 - June 2023  
**Compensation:** $21-$23/hr BOE  
**Location:** Napa County

**Overview:** In March 2020, On The Move (OTM), with the support of the Neighborhood Initiative, reopened the Napa County Recovery Center (NCRC), which was first deployed in the aftermath of the 2017 wildfires. Since 2017, the NCRC has responded to community needs resulting from wildfires, droughts, floods, Public Service Power Shutoffs (PSPS), and emergency financial assistance and outreach for the COVID-19 Pandemic.

The Eviction and Homelessness Prevention Collaborative will increase Napa housing insecure residents’ knowledge of their housing rights and provide legal advice and counseling, brief services and extended representation to empower clients to secure stable housing during the Covid-19 pandemic.

On The Move is funded by Napa County Tobacco Master Settlement Agreement (MSA) funds. It is one of several MSA programs implemented by the County of Napa, which strive to improve health outcomes for individuals and families throughout the community.

**POSITION SUMMARY**

The Full-Time, Non-Exempt, Case Manager provides case management support services and guided referrals to identified Napa County residents hardest hit by the Covid-19 pandemic; Spanish speaking low-income communities; low wage earners who have been furloughed or laid off, etc. The Case Manager is responsible for providing client assessment and counseling, financial literacy, and housing assistance. The Case Manager will learn and navigate City of Napa’s website (such as the Section 8 waitlist), assist clients on housing applications, and ensure clients are connected to necessary support services. This position will require that you communicate across programs and organizations to provide families and individuals the best outcome and guide clients towards self-sufficiency and engage with agencies/organizations that provide services.
Primary Responsibilities
● Complete triage forms for all eligible clients and assign level of priority to each client based on triage
● Maintain the highest levels of confidentiality regarding client information, sharing it only as agreed upon by the client and as evidenced by a signed release form.
● Assist clients with unmet needs by providing application assistance and referrals
● Perform outreach to identify persons in need of services and referrals related to rental assistance
● Perform outreach for Know Your Rights (KYR) and housing rights information and education presentations
● Capture specific quantitative and qualitative evaluation methods that will be used to collect, analyze and measure outputs and outcomes
● Input data using multiple platforms; Google Sheets, Resource Ace, Dropbox, ETO etc.
● Gather affordable housing inventory within Napa County
● Engage clients to cooperatively participate in case management services
● Collect all necessary required documentation, following eligibility guidelines, etc.
● Communicate with external partners such as Fair Housing of Napa Valley, UpValley Family Centers, and Bay Area Legal Aid
● Maintain timely and thorough documentation of services provided to families for reporting and assessment purposes
● Participate in trainings, supervisions and bi-annual performance reviews with the Program Director
● Attend regular meetings and develop an Individual Development Plan
● Perform work from home or at an office setting and complete applications via in-person or over the phone
● Perform other related duties as assigned

Job Characteristics:
● Experience working with families from different ethnic, cultural, social and economic backgrounds
● Bilingual: Oral and written fluency in Spanish and English a major plus
● Results focused and sense of urgency for goal achievement
● Reliable transportation
● Capable of completing detailed documentation, organized, paperwork and data entry
● Microsoft Office Suite
● Familiarity with Napa County
● Multiple, simultaneous projects and multi-tasking
● Fast paced environment
● COVID-19 Vaccination
PTO: 10 hours PTO accrual each month. Please refer to page 4-1 of the OTM Personnel Policies: PTO Schedule.

Paid Holidays: Compensation for holidays if they fall on a day you normally work and for the hours that you work on those days. Please refer to the OTM 2020-2021 calendar for a schedule of holidays.

Business Expenses: Track miles driven for work, reimbursement for approved out of pocket expenses will be paid monthly upon submission of a reimbursement request and receipts.

Health Benefits: As a full time employee you are eligible to receive health insurance through Kaiser Permanente.

Retirement: Employee contributions to a 403b plan are optional.

To Apply: If you are interested in this opportunity please email your resume to Maria Amezcua at maria@napacountyrecoverycenter.org. Positions will be closed by July 15th or until filled.

*On The Move considers this position to be a mandated reporter of elder and child abuse.

**On The Move and Napa County Recovery Center do not discriminate on the basis of race, age, color, religion, national origin or ancestry, disability, sexual orientation, sex, gender identity or expression--and are an equal opportunity/equal access employer committed to diversity and inclusion. Napa County Recovery Center is a program of On The Move http://www.onthemovebayarea.org/.

*** On The Move participates in E-verify for employment eligibility.