**POSITION TITLE:** Resident Case Manager

**ABOUT OPENHOUSE:** Openhouse enables San Francisco Bay Area LGBTQ+ seniors and adults with disabilities to overcome the unique challenges they face as they age by providing housing, direct services and community programs. Openhouse has pivoted during COVID19 and adjusted the services we provide to more appropriately meet the needs of our most resilient community members. Openhouse is committed to creating a safe environment to encourage and support community members to share our diverse perspectives and identities to foster dynamic community engagement.

Openhouse actively seeks diversity in its staff, and we invite applications from people from a variety of backgrounds and ages. We are searching for candidates of color, candidates in the LGBTQ community, and candidates who identify personally at any part of the incredibly rich gender spectrum. Systemic inequities in hiring have caused women, people of color, LBTQIA+ folks, and others to apply to jobs only if they meet 100% of the qualifications. Openhouse encourages you to break that statistic and apply, as no one ever meets 100% of the qualifications. We look forward to your application.

**POSITION TITLE:** Resident Case Manager (RCM) 55/95 Laguna St. Full Time On-Site
Openhouse seeks a case manager to work with specific OH residents in a collaboration with Mercy Housing. This position involves planning, coordinating and providing case management services for older adults who present a wide range of health, housing and psychosocial needs. Must have skills and ability to manage complex needs of clients and triage/prioritize issues of concern in a calm, collaborative manner. The employee works under the direct supervision of the Supervising Case Manager, and in collaboration with Mercy Housing staff.

**POSITION SUMMARY:** This position holds a caseload comprised of residents in the Continuum of Care (CoC) and Shelter Plus program (SP+) of 55 and 95 Laguna St. The purpose of this position is housing retention and coordinating care needs for optimal quality of life and connection to community. The RCM will provide on-site, community-based and integrated services to assist residents in their progress towards residential, financial and psycho-social stability. Services include, but are not limited to, full service case management for a variety of health, mental health and housing supports. It includes intake services, on-site case management, crisis intervention services, coordination of medical care needs, assisting with completion of applications, and helping with appointment reminders and follow-ups. The case manager will utilize various forms of communication with participants such as written messages, in-person interactions, phone messages and calls, and emails as available to reach the individual resident.

The RCM will assist residents in communicating with, responding to, and meeting with the Mercy Housing Property Management staff, assist with problem-solving and conflict resolution where necessary as part of housing retention. The Resident Case Manager will adhere to Homeless Supportive Housing (HSH) department’s Wellness Check Policy to ensure the health and safety of residents, in coordination with Mercy Housing Property Management and to identify tenants who have not been seen or have shown signs of concern to staff, as necessary.

**DUTIES & RESPONSIBILITIES:**

- Contact every new tenant at least four (4) times during their first 60 days following placement at 55/95 Laguna to engage the resident in services.
• Engage with the residents a minimum of once every 30 days to obtain their input into the development and delivery of services, and to encourage them to participate in supportive services, vocational and employments services as appropriate. Provide on-going emotional and practical support, identify shifts in baseline needs and the necessity for new referrals, and assess satisfaction with services and peer support as appropriate.
• Follow-up annually with all participants in the program to ensure mainstream benefits are received and maintained. Assist individuals in completing applications for financial benefits including renter’s assistance, other financial assistance programs, Medi-Cal, and Medicare Part D.
• Assess community member’s functional status, strengths, and limitations, including identification of issues and challenges in their home environment, social support network (family and friends), caregiving responsibilities, housing status, financial security, food security, transportation, access to primary and specialized health care, level of community engagement; and participation in health and wellness activities. Lastly, assess client’s interests and challenges in seeking support. This is a non-clinical assessment through asking questions to community member and caregivers, if applicable.
• Develop an individual, person-centered and strengths-based plan to address the service needs identified in the assessment.
• Providing crisis support, care coordination and individualized service navigation.
• Work closely with the site team to implement housing stability efforts utilizing Mercy’s Housing Support Plan.
• Participate in community meetings to address resident issues, problem-solve and assist in creating an environment of resident empowerment and community building.
• Meet weekly with Mercy Housing Property Management and Resident Services staff to discuss issues such as resident behavior, policy issues, resident crises, housing authority policies and how to effectively address them.
• RSN will work with Openhouse staff and community partners to organize, develop and deliver diverse client-centered programs and activities including programs that develop community leadership capacities and/or address safety concerns of the community.
• Represent Openhouse in the community to promote LGBT friendly services and programs offered by agency including some weekend events and programs.
• Collect and report data on a monthly basis for funding sources regarding units of service units delivered.
• Complete and maintain intake forms for each client and volunteer, including basic demographic information, income-level and sources, health status, housing and service needs and other appropriate information.
• Other duties as assigned by Openhouse supervisor.
• Explicit desire and passion to work with LGBTQ seniors.
• Active participation in weekly supervision meetings with Openhouse supervisor.
• Active participation in monthly Openhouse and Mercy Housing joint operations meeting.
• Maintain files for all residents, regardless of service type in the San Francisco Homeless Management Information System (HMIS) ONE system as well as hard copies of eligibility documents, including homeless verification.

**KNOWLEDGE, SKILLS & ABILITIES DESIRED TO PERFORM DUTIES:**
The ideal candidate for the position will be able to demonstrate:
• Thorough understanding of housing issues facing LGBTQ seniors, individuals living with HIV, and/or chronically homeless; housing resources, including advocacy and legal; and processes for applying to accessible and safe senior housing and waitlist opportunities.
• Excellent working knowledge of or the ability to quickly learn about available social services and public benefits for seniors and adults with disabilities including: Medicare, Medi-Cal, In-Home Support Services (IHSS), and behavioral health services for older adults.
• Open and effective communication with residents, community providers such as physicians and other health care and social service organizations, and staff.
• As a member of the Openhouse team, possess a collaborative, active and engaged work style, including problem-solving and strong teamwork.
• Existing relationships with community providers, including case managers, and other health care and social service organizations and workers.
• Person-centered, strengths-based approach to service delivery based on high quality customer service.
• Ability to handle multiple competing priorities, needs and roles with patience, humor and calm professional demeanor.
• Understanding of data tracking, information management-systems, and reporting to measure outcomes, to increase program effectiveness and ensure compliance with contract requirements.
• Knowledge, skills and awareness of cultural humility and racial, ethnic, cultural and gender diversity.
• Ability to work effectively with staff, volunteers and interns to extend outreach and support to promote the availability of resident case management services.
• Ability to take direction and guidance with ease, and work independently as well as collaboratively with supervisor.
• Ability to make impactful recommendations to enhance and improve services.
• Attention to detail with good problem-solving skills and the ability to prioritize multiple and competing tasks.
• Proficient in Microsoft Office suite of products.
• Physical skills and ability to perform work that requires sitting, walking or alternate mobility, bending and lifting up to 20 pounds.

EDUCATION/EXPERIENCE:
Desired:
• Bachelor's degree in health, social work, psychology, counseling, gerontology, other related fields plus demonstrated experience working with seniors and/or adults with disabilities OR 4 years experience in case management.
• Experience with and understanding of the housing, medical, and psychosocial issues of lesbian, gay, bisexual, transgender and queer seniors, and adults with disabilities.
• Exceptional communication and presentation skills relating to seniors, adults with disabilities, their caregivers and support systems and teams of health professionals.

HIGHLY VALUED:
• Successful experience working in culturally diverse situations including working with people of various racial, ethnic, and cultural backgrounds, sexual orientations and gender identities.
• Proficiency in multiple languages.
• Experience working with older adults or equivalent experience working with other populations with unique socialization and service needs including homeless communities and veterans.
• Sensitivity to and knowledge of the unique life experiences, challenges, and strengths of LGBTQ community members.
• Understanding of age-related cognitive decline.
• A social justice-oriented mind set.
• Experience in motivational interviewing, counseling, advocacy, de-escalation, and/or behavioral health.
• Proficient with Microsoft Office Suite and the ability to quickly learn software programs and online databases and tools. Good problem-solving skills and the ability to prioritize multiple tasks. Excellent time management skills. Attention to detail and ability to provide high quality data and reports.
**PHYSICAL REQUIREMENTS REQUIRED:** Physical skills and ability to perform work that requires sitting, walking, stooping, bending and lifting up to 35 pounds.

**COMPENSATION:** Compensation is competitive and commensurate with experience. Range is $55-$60k/annually. Openhouse offers a full benefits package including health and dental insurance; generous paid leave; Employee Assistance program and an enjoyable, vibrant, collaborative and supportive work environment. Openhouse is committed to racial and gender diversity and offers staff training presented by the Racial Equity Institute and Trans Cultural Bridge. This position is eligible to participate in a 401(k) first day of quarter following one-year of service with agency match.

**TO APPLY:** Please include a personal diversity mission statement in your cover letter and send along with your resume detailing your qualifications and interest to eschell@openhousesf.org or fax to (415) 296-8008 or mail to 65 Laguna St, San Francisco, CA 94102. No phone calls please.

Openhouse provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, Women, older adults, people of color, transgender people and people with disabilities encouraged to apply.

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