Case Manager Bilingual (CASA & HOA)

In-Person Full-Time (40 per week) Position in Hayward-Oakland (Non-Exempt)
Reports To: Facility Manager

Who We Are
Ruby’s Place (RP) is an innovative nonprofit committed to ending domestic violence, human trafficking, and violent crime through hope, advocacy and connection. Our services include emergency shelter, transitional housing, rental subsidies, mental health services, and wrap around services. All our services are trauma-sensitive and client-centered and are provided at no cost to our clients. There are no barriers to participate in our programs.

Ruby’s Place is led by survivors with a focus on reflection, innovation, and connection. We value diversity, and equity across all races, genders, sexualities, and abilities. We believe in fostering relationships, both in our direct service work and throughout our internal work culture. We aim to cultivate an inclusive workplace that appreciates and emphasizes the voices of those most impacted by violence including women, individuals with disabilities, people of color, and the LGBTQ+ community. We recognize these voices are vital to interrupting the cycle of violence and transforming lives towards safety, unity, and trust. We encourage those with lived experience with housing instability, trafficking, domestic violence, and interpersonal violence to join our team.

Who You Are
You have a strong commitment to preventing interpersonal violence as well as an understanding of, and sensitivity to, serving diverse populations. You have excellent interpersonal skills and strong techniques for relationship building. You believe people should determine their own path towards healing, and have an orientation towards survivor-centered services.

You are a go-getter who enjoys fast paced environments. You enjoy working both collaboratively and independently. You are adept at time management and highly organized with a proven ability to ensure you can meet deadlines, plan, organize and execute. You are comfortable working as part of a team and are an accountable collaborator. You excel at organizing, prioritizing, and following through on multiple time-sensitive projects. You are flexible, creative, and take initiative in handling emergencies and have the ability to provide a safe space and environment for our clients.
What qualifications are required for this position?
You Are Also:

- A person with a Bachelor’s degree in social services or a related field.
- Fluent in Spanish (Spoken and Written)
- Experienced in casework management, crisis intervention, peer counseling.
- Experienced in a human trafficking, domestic violence and or homeless setting providing direct services to survivors
- Experienced in career advising and/or job development and employment counseling.
- Understanding of the dynamics of trauma-informed care, as well as an understanding of, and sensitivity to, serving diverse populations and languages as it relates to family dynamics and other aspects of cultural practice.
- Knowledge of community resources, community-based organizations, social services, housing agencies, and employment agencies.
- A person with The State mandated 40-hour Domestic Violence and Human Trafficking counselor certification.
- Must be able to lift 25 lbs.
- In possession of a valid CA driver's license, proof of insurance, and be approved by Ruby’s Place insurance as a driver in order to drive agency vehicles.
- Able to complete a background check, fingerprinting (Live Scan), and completion of all Community Care Licensing requirement documents. Able to meet all licensing requirements of Community Care Licensing.

What You Will Do
The Case Manager will report to the Facility Manager. The function of the Case Manager is to oversee and support clients enrolled in CASA de Ruby (CASA) and House of Acceptance (HOA) Programs. CASA provides comprehensive assistance to adult, 18yrs.+, male identified survivors of human trafficking. HOA provides comprehensive assistance to transgender/LGBTQ+ survivors of human trafficking. The Case Manager will assist each client with a client-centered, trauma informed individualized case management plan. This will require continuous check-ins and in-person meetings with clients, as well as travel to various sites. The Case Manager will collaborate and coordinate with government and community agencies to provide clients with access to various social and legal services needs. The Case Manager will also support clients enrolled at CASA & HOA to access long-term housing options after discharge.

The Case Manager will work with the Facility Manager at CASA & HOA to provide oversight of the facility and supervise the overall operation and maintenance of the residential house. The Case
Manager will assist in all necessary administrative duties, reporting and compliance requirements. This position will report to the CASA & HOA Programme Manager.

Responsibilities include
1. Provide emotional support, general case management, advocacy, information and referrals for clients enrolled in the CASA & HOA Program.
2. Liaise with county Social Services Administration regarding Cases; have knowledge of MediCal, CalFresh, CalWorks programs and eligibility requirements.
3. Transport clients to and from legal, social services and other case management related appointments depending on client’s accompaniment wishes.
4. Provide confidential, holistic, client-centered, trauma-informed services.
5. Work with community partners around housing and legal resources for eligible clients.
6. Work with local, state and federal law enforcement to assist clients with ongoing cases.
7. Offer and refer clients to the onsite therapist for counseling, substance abuse support or psychiatric referrals.
8. Provide individual crisis intervention and peer counseling services as needed.
9. Collaborate with community partners around outreach events and trainings.
10. Increase partnerships and networks within local LGBTQ+ and immigrant communities.
11. Assist Facility Manager to mediate issues / concerns among flat mates
12. Prepare house rooms for occupancy. Provide entering clients with all needed items.
14. Transport clients to and from legal, social services and other case management related appointments. ***Pending COVID Safety guidelines.
15. Fill out a functional timesheet by assigned due dates in compliance with the time allocations.
16. Actively participate in reflective supervision
17. Create and maintain documentation of processes and procedures in relation to duties of the job
18. Other duties as assigned by your supervisor

Working Conditions
This position is in person work. Time spent on-site versus remote working will be discussed and agreed upon with your supervisor. You are expected to be available on-site as necessary given business needs. You must be able to stand for long periods of time and perform physical activities, including lifting up to 25 pounds. You will be subject to frequent interruptions and must be able to multitask and handle stress.

Local travel in the greater Bay Area may be required.

Applying
The pay rate for the Case Manager (CASA & HOA) is $29 per hour with a $1 per hour language premium for Spanish/English fluency (non-exempt). The benefits that come with working at Ruby’s Place at full-time hours include medical, dental, and vision plans, a life insurance policy, significant vacation, sick time, sabbatical, and immediate vesting in our 403(b) with a generous match. This is a full-time, 40 hour a week position. Applicants must be located in the greater Bay Area.

If all this sounds like a good fit for you, please submit your resume and, instead of a traditional cover letter, respond to the following three prompts:

- Why do you want to work for Ruby’s Place and why are you a good fit for this role? (200 words max)
- Using the qualifications listed above (under Who You Are section), please list the top 5 qualification(s) that you feel you currently excel in and 2 qualifications you feel you will need to work toward proficiency. Please provide a brief explanation for each (a few sentences).
- As this is a role that will require you to maintain a case load, please provide a few ways on how you would stay organized and what can help you stay organized when multitasking? (200 words or less)

At Ruby’s Place, we are committed to workplace diversity and providing equal employment opportunities. Please also note that we are going to be especially excited about candidates who understand the unique nature of a mission-driven organization and have lived experience or direct experience working with survivors of domestic violence, human trafficking, or violent crime.

Send Resume and Answers to Julie@rubysplace.org