



Homeless Prenatal Program

Title: Bilingual (Spanish/English) Case Manager, Jelani House

Reports to: Program Manager, Jelani House

Directly Supervises: None

Summary of Program:

The Jelani House Residential Program is an emergency housing project funded through the City of San Francisco and managed by the Homeless Prenatal Program. Jelani House provides a safe, stable living environment for up to 17 homeless pregnant and postpartum individuals in San Francisco. With 30+ years of experience serving this population, HPP provides intensive case management, perinatal education and other support to help individuals have healthy pregnancies, transition into parenthood and permanently end homelessness.

The Jelani House program provides residential services and intensive case management and health education services to at-risk homeless pregnant individuals who may be experiencing behavioral health issues, substance use, domestic violence or other challenges. Participants may also be transitional aged youth.

Summary of Job:

The Bilingual Jelani House Case Manager (Case Manager) is responsible for providing *intensive* case management services to pregnant people who are participating in the Jelani House transitional housing program. Participants are homeless and are at risk of poor birth outcomes and/or having Child Welfare involvement. This includes pregnant people who have mental health needs, substance use, cognitive delays, domestic violence, certain medical issues such as high-risk pregnancy, teens and transitional aged youth who are aging out of foster care, chronic homelessness and a history of trauma. The mission of the Jelani House program is to empower every participant to achieve a healthy and safe pregnancy in a person-centered and culturally appropriate way. Case management services are provided on-site at Jelani House Residential Program. The Case Manager will serve monolingual and bilingual Spanish speaking clients as well as English speaking clients as needed.

The Case Manager is responsible for conducting a psychosocial assessment and developing an appropriate action plan to support clients in achieving their goals, connecting clients to needed services, and tracking their progress. The Case

Manager will address client needs by providing necessary referrals, ensuring confidentiality, and providing efficient and client-centered service. The Case Manager will also facilitate groups for participants to promote community building, skill development, and childbirth and parenting education.

Essential Duties and Responsibilities:

Case Management Duties:

- Responsible for conducting a psychosocial assessment and developing an appropriate action plan to support clients in achieving their goals.
- Accompanies clients to prenatal appointments, treatment program intakes and other essential services once a month or as needed.
- Provides 1-on-1 pregnancy education ensuring clients are knowledgeable about a healthy pregnancy and postpartum period as well as feeding options (including breastfeeding).
- Supports clients in the development of a birth plan.
- Provides education and guidance for parenting skills.
- Provides postpartum support.
- Develops long-term goals with clients for stable housing, financial security, and keeping the family together.
- Assist each client to establish and maintain a continuum of services to promote stability.
- Utilize motivational interviewing, counseling, skill building, and strengthening of protective factors to achieve desired client outcomes of increased family functioning, healthy pregnancy and birth, stable housing, increased financial/life skills, and resolution of CPS cases or family reunification.
- Support clients in working to increase income through linking to resume/interview workshops, individual job-readiness coaching, enrollment in college or vocational training, and job-training programs to facilitate skills training.
- Attend collaborative client team meetings with outside providers as needed.
- Provides intensive follow-up for clients who miss appointments to re-engage them with services.
- Collaborate with Mental Health and other providers when appropriate.
- Maintain up-to-date knowledge about community resources.
- Establish relationships with outside providers.
- Promote a positive, professional attitude towards clients, families, staff members, outside providers and volunteers.

Residential Support:

- Work with the Jelani team to ensure program safety and integration of services.
- Participate in all aspects of house activities, including nutrition programs, health education, planning community events, etc.

- Closely collaborate with Jelani team and with Wellness and Housing Services teams located at HPP's main site.
- Facilitate house check-ins and community meetings as needed.
- Responsible for supporting the client's successful participation in the program and reinforcing program expectations and agreements.

Administration:

- Inputs all required data and case notes into the HPP Salesforce database per agency standards, currently by end of following business day.
- Meet the intensive case management client engagement requirements.
- Complete all Assessments as required.
- Keep accurate, up-to-date, confidential documentation of client contact and activity.
- Assists with the completion of grant reports as needed.
- Schedule and attend weekly individual supervision meetings with supervisor and case conferences.
- Facilitate regular support groups for program participants.

Core Competencies:

All HPP Staff are expected to meet the expectations of our Core Competencies:

- **Accountability and Reliability:** Shows up for the team, the clients, and the organization; takes responsibility for actions, and follows through on task and projects.
- **Collaboration:** Helps colleagues as needed, views responsibilities as shared; Actively participates in agency-wide initiatives/ efforts.
- **Communication:** Uses effective written and oral communication with coworkers and community served; understands emotions of self and others, and responds with empathy.
- **Continuous Learning:** Demonstrates curiosity and eagerness to learn and develop professionally.
- **Equity Mindset:** Understands and is committed to goals of diversity, equity, and inclusion and fostering an inclusive environment; consistently centers equity in the organization's work both internally and externally.
- **Proficiency in area of focus:** Has skills and knowledge in role and area of focus.

Qualifications:

- Bachelor's degree/AA degree or a minimum of two years comparable life/work experience preferred.
- Bilingual Spanish/English required.
- Experience working with substance using clients/women/families.
- Experience working with Maternal/Child health.
- Knowledge of Motivational Interviewing.
- Capacity to ensure culturally appropriate treatment.
- Able to show flexibility and respond to the needs of families.
- Skilled in crisis intervention and conflict resolution.

- Ability to work in a diverse and stressful environment with families that present multiple issues.
- Ability to maintain appropriate professional and personal boundaries with high integrity.
- Understanding of, and commitment to, social justice, and HPP's mission and organizational values.
- Experience in, and knowledge of, working with diverse communities.
- Able to communicate effectively both verbally and in writing.
- Demonstrated ability to be on time and at work when scheduled.

Preferred:

- 3 years of case management/supportive counseling experience preferred.
- Experience in providing alcohol and/or drug counseling and proof of completion of Alcohol and Other Drug Studies Program or registration with BBS preferred.
- Knowledge of database systems and computer proficiency in all Microsoft Office programs.

HPP recognizes the value of having a staff that brings a wide range of perspectives to this work based on language, ethnicity, race, gender, socio-economic background, political beliefs, sexual orientation, and disability. We are committed to maintaining a diverse, multicultural working environment and particularly encourage applications from candidates with lived experience in the communities we seek to serve.

Physical Requirements: This position requires the ability to work under stress and handle multiple project deadlines. This position requires an annual tuberculosis test.

Certificates, Licenses, Registrations: California Driver's license and insurance preferred.

Work Environment: Fast-paced, multi-cultural, collaborative work environment

Hours: Full time - 39 hours/week.

Salary: Starting salary \$64,586 + excellent benefit package

FLSA Status: Non-exempt

Please send a cover letter and resume to jobs@homelessprenatal.org with Bilingual Case Manager, Jelani House as the subject line. Applications must have the job title in the description to be accepted.

About HPP



Founded in 1989, the Homeless Prenatal Program (HPP) is a nationally recognized family resource center in San Francisco that empowers homeless and low-income families, particularly mothers motivated by pregnancy and parenthood, to find within themselves the strength and confidence they need to transform their lives.

HPP helps families become healthy, stable and self-sufficient. We focus on the social determinants of health, supporting both parents and children in order to strengthen the whole family. With services ranging from emergency support to intensive case management, the agency partners with parents to address family needs during the critical years from pregnancy through kindergarten.

The first agency in San Francisco to hire former clients as staff, HPP's evolution has been guided by the community it serves. More than half of HPP's immensely talented staff of 125+ come from the community and/or are graduates of the agency's Community Health Worker Apprenticeship Program, which trains individuals for careers in the nonprofit sector.

Over the years, HPP has received considerable recognition for its service to the community. In 2022, we were named "Nonprofit of the Year" by the San Francisco Chamber of Commerce, and our work has been highlighted by The New York Times, CNN, KQED, The Huffington Post, People and The San Francisco Chronicle. Additionally, HPP receives consistently high ratings by leading philanthropic evaluators such as GuideStar and Charity Navigator.

The Homeless Prenatal Program is an Equal Opportunity Employer and provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records.