



Homeless Prenatal Program

Title: Case Manager, New Beginnings

Reports to: Program Manager, New Beginnings

Directly Supervises: None

Summary of Job:

The New Beginnings Case Manager is responsible for providing intensive case management services to pregnant women who are at risk of poor birth outcomes and/or having Child Welfare involvement. This includes pregnant women 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 New Beginnings program is to empower every woman to achieve a healthy and safe pregnancy in a person-centered and culturally appropriate way.

The New Beginnings Case Manager may also support Homeless Prenatal Program clients participating in our other intensive case management programs on an as needed basis. In this role, the case manager may hold these clients on their caseload on a temporary basis or may provide check-in support during the primary case manager's absence. The Case Manager is responsible for providing guidance, extensive support, and resources to families who are currently dealing with homelessness, substance use, mental health, pregnancy and domestic violence issues.

The New Beginnings Case Manager is responsible for conducting a psychosocial assessment and developing an appropriate action plan to support the clients in achieving their goals, connecting the 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.

Essential Duties and Responsibilities:

Case Management Duties:

- Responsible for conducting a psychosocial assessment and developing an appropriate action plan to support the 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 client in the development of a birth plan
- Provides education and guidance for parenting skills
- Provides postpartum support including home visits.
- Develops long-term goals with clients for stable housing, financial security, and keeping the family together.
- Provides intensive follow-up for clients who miss appointments to re-engage them with services.
- 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.
- For clients who become involved with Family Child Services, attend Child/Family Team Meetings, and court hearings and provide support for meeting requirements to maintain or regain custody of children. Work with other programs at HPP to accomplish these goals.
- Assist each client to establish and maintain a continuum of services to promote stability.
- Collaborate with Mental Health and other providers when appropriate.
- Maintain up-to-date knowledge about community resources.
- Establish relationships with outside providers.
- Meet the intensive case management client engagement and on time data entry requirements.
- Attend and participate in weekly supervision and case conferences.
- Promote a positive, professional attitude towards clients, families, staff members, outside providers and volunteers.

Administration:

- Inputs all required data into the HPP Salesforce database per agency standards, currently by end of following business day.
- 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 the New Beginnings supervisor.
- Co-facilitate support groups as needed.
- Must be enrolled, willing to enroll, or have completed, the Drug and Alcohol certificate program at SF City College or comparable educational program.

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 tasks 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.
- 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.
- Understanding of how race, ethnicity, culture, language, poverty, sexual and gender identity, age, education, housing insecurity, and systemic oppressions impact a person's mental health.

Preferred:

- 3 years of case management/supportive counseling experience preferred.
- Experience in providing alcohol and/or drug counseling 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.

Certificates, Licenses, Registrations: California Driver's license and insurance preferred, not required.

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

Hours: Full time - 39 hours/week.

Salary: \$64,586 starting + excellent benefits package

FLSA Status: Non-exempt

Please send a cover letter and resume to jobs@homelessprenatal.org with Case Manager, New Beginnings 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.