



Homeless Prenatal Program

Title: Case Manager, Keeping Families Together / Family Treatment Court

Reports to: Program Manager, Keeping Families Together / Family Treatment Court

Directly Supervises: None

Summary of Job:

The Case Manager will support Homeless Prenatal Program clients participating in our intensive case management programs. 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. This position will provide intensive case management and on-going assessment for HPP clients receiving services from the Child Welfare System or participating in San Francisco's Family Treatment Court (FTC). The Case Manager is responsible for completing a psychosocial assessment and further developing an appropriate action plan to support the family 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. If providing Clinical Case Management, this position will work under the supervision of a licensed provider. A year of experience in providing alcohol and/or drug counseling and proof of completion of Alcohol and Other Drug Studies Program or registration with BBS strongly preferred.

Essential Duties and Responsibilities:

Case Management Duties:

- Manage a client caseload that may include Child Welfare, or FTC clients.
- Responsible for completing a psychosocial assessment and developing an appropriate individualized action plan to support the family in achieving their goals.
- Provide families with child welfare system advocacy as well as advocacy/referrals to other legal services.
- Work with clients to complete requirements set by Child Welfare Dept., meet with Child Welfare, attorneys, and treatment programs when indicated, and maintain open communication with Child Welfare.
- Provide crisis intervention and support to families and providers through regular home visits, treatment visits, transitional housing visits, and accompanying clients to appointments.
- Attend Child and Family Team (CFT) meetings, provider meetings, and family counseling.

- Complete transitional housing application with client when required.
- Provides psychoeducation to families about substance abuse, domestic violence, mental health and parenting.
- Assist each family to establish and maintain a continuum of services to promote a stable environment for their child/ren.
- 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.
- Promote a positive, professional attitude towards families and utilize a non-judgmental, client centered approach to case management.
- Collaborate with Mental Health and Substance Use specialists when appropriate.
- Meet or exceed Case Manager agency requirements including standards for client dosage and engagement, case planning and documentation.
- Attend and participate in weekly case conferences.

For Family Treatment Court Clients:

- Collaborate with the FTC team and provide intensive case management, counseling, and support to parents in the child welfare system who are moving towards reunification or family maintenance.
- Develop treatment plans and recommendations.
- Submit recommendations to the HSA and FTC team where applicable.
- Sign Treatment & Participation Plan with client.
- Attend FTC Pre-Conference and FTC hearings weekly. After attending court, enter notes in the Salesforce database within 24 hours.
- Monitor drug tests.
- Submit regular Treatment Progress reports to court and FTC team regarding treatment participation.
- Attend CFTs.

Administration:

- Inputs all required data 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.
- Co-facilitate support groups for program participants as needed.
- Prefer 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 or a minimum of three years comparable life/work experience required.
- Master's degree in a related field welcomed with clinical supervision or BBS licensing hours available for MSW's.
- Bilingual Spanish/English welcomed
- A year of experience in providing alcohol and/or drug counseling and proof of completion of Alcohol and Other Drug Studies Program or registration with BBS preferred.
- 3 years of case management/supportive counseling experience preferred.
- Experience working with Child Welfare/Child Protective Services preferred.
- Capacity to ensure culturally appropriate treatment.
- Experience working with homeless/at risk families, substance use, mental health issues, and/or domestic violence.
- Skilled in crisis intervention and conflict resolution.
- Demonstrated understanding of the intersection of racism and poverty.
- Understanding of, and commitment to, social justice, anti-racism, and HPP's mission and organizational values.
- Ability to maintain appropriate professional and personal boundaries with high integrity.
- Experience in, and knowledge of, working with diverse communities.
- Able to communicate effectively both verbally and in writing.
- 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.

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, KFTC 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.