



Sunnyvale Community Services

725 Kifer Road, Sunnyvale, CA 94086 408.738.4321

Working to Prevent Homelessness and Hunger

CASE MANAGER

Definition

The Case Manager is responsible for direct contact with clients who are homeless or at imminent risk of homelessness, determining and verifying their needs, providing available financial and in-kind assistance for which clients may be eligible, and arranging for or providing referrals to appropriate outside services including housing resources. This position requires bilingual communications in English and Spanish. The Case Manager will provide supportive services to eligible clients and receives direction from the Homeless Prevention Program Manager.

Duties and Responsibilities:

- Advocates for the mission of the organization and promotes the vision and direction of the agency's values
- Delivers case management services with safety, respect, and effectiveness
- Follows all policies and procedures of the organization
- Extensive knowledge of local and federal government benefits and entitlements
- Develop individualized housing stability plans
- Participates in assessment review with case management team
- Completes safety plan and risk minimization plan to appropriately support families in community
- Build and maintain professional rapport with clients, peers, and other community service providers
- Provides referrals to appropriate other service providers within the agency and externally
- Balances the needs of caseload based upon acuity, length of time in the program, state of housing stability, etc., supporting 20-25 households at one time
- Advocates for the families as needed
- Reviews and evaluates family progress on an ongoing basis and adjusts case plans as appropriate
- Organizes and maintains family case files in a timely fashion and in accordance with professional practice
- Maintain thorough and accurate progress notes, files, and correspondences in Clarity and Salesforce databases
- Performs other duties as assigned

Requirements:

- Ability to work in a fast paced environment
- Must work well under pressure
- Must be flexible and able to multi-task

- Must be able to work effectively with populations that have experienced vulnerability, trauma, economic issues, and/or, other conditions or situations that have impacted housing stability
- Must be solution-focused and organized in achieving objectives with all eligible clients
- Detail oriented with excellent time management, organizational, written, verbal, and computer skills, strong interpersonal skills, confident, team player, interact with a wide variety of people. Able to demonstrate a professional demeanor, exercise good judgment, is a quick learner, and is proactive
- Ability to maintain confidentiality in all aspects of the work environment
- Excellent oral and written communication skills
- Computer skills and data entry required

EDUCATION and/or EXPERIENCE

Master's in Social Work or related field. Education and/or training in property management functions, and three years experience working with low-income communities. Experience working in a crisis setting and ability to respond appropriately in an emergency.

Physical Requirements:

With or without reasonable accommodation(s), the essential functions of this position requires certain physical and mental abilities. These abilities include, but are not limited to: sitting, standing, walking, bending, stooping, pushing, pulling, lifting (up to 25 lbs.), typing, writing (in English), reading (English), speaking (English), seeing, hearing, driving, basic mathematical calculations, problem solving, reasoning, composition, and decision-making.

Working Conditions:

The Case Manager will work a standard work week of 8:30am-5pm. Occasional evening and weekend work may be required as job duties demand. The Case Manager will work in an office setting with moderate noise level and will be required to travel around the community.