INTENSIVE CASE MANAGER

ABOUT US
Founded in 1970, Sunnyvale Community Services (SCS) is an independent, nonprofit emergency assistance agency in the heart of Silicon Valley. Our mission is to prevent homelessness and hunger in our local community. We provide financial aid, food, case management, referrals, and other support, helping to stabilize families and support their goals of self-sufficiency. Our assistance prevents homelessness, hunger, malnutrition, and untreated medical conditions.

OVERVIEW OF RESPONSIBILITIES
The Intensive Case Manager will provide one-on-one intensive case management to clients who are at imminent risk of homelessness or persons currently homeless. By providing supportive services, the Case Manager will determine and verify client needs, provide available financial and in-kind assistance, and arrange for or provide referrals to appropriate outside services including housing resources. The position of Intensive Case Manager performs an integral role on the Case Management Team.

The Intensive Case Manager will receive direction from the Program Manager of Homelessness Prevention and Rapid Re-Housing, and Director of Social Services. This position requires you to think on your feet, to make responsible decisions independently and collaboratively, and to creatively problem solve situations unique to the client’s circumstances. You will work both as a vital member of the team but also be required to function efficiently and effectively when working independently.

ESSENTIAL FUNCTIONS
• Provide intensive case management services to eligible low-income and medically frail clients, including goal setting, long-term case plan development, progress monitoring, money management, tenant education, and referrals.
• Screen and assess clients to identify social, emotional, and economic factors and obstacles which may interfere with attaining housing stability and optimum health (and/or well-being).
• Develop, implement, and document an individualized case management service plan with the client to address needs identified in the initial assessment.
• Coordinate across departments, agencies, partners and providers to manage and address issues that jeopardize client health and housing stability.
• Maintain thorough and accurate progress notes, files, and correspondence documentation in Clarity and Salesforce databases.
• Organize and maintain case files in a timely manner and in accordance with professional practice.
Facilitate navigation of resources and connect clients and their families with needed community resources.

Maintain professional rapport with members of the community and local service providers, and professional boundaries with clients.

Communicate with clients and agencies to document use and success of outgoing referrals.

Provide all required documentation in a timely manner, which may include client follow-up, outcome evaluation, client contact sheets and program assessments.

Identify and secure safe and affordable rental housing for client, when appropriate.

When necessary, pre-screen and evaluate prospective clients for eligibility and acceptance into homelessness prevention programs.

Solid understanding of grant requirements, contract stipulations, and federal regulations.

Participate in regular staff meetings, staff training programs, supervisory sessions, quarterly program meetings, and accept the responsibility for aiding the development of positive team relationships

Adhere to agency policy, procedures, and the professional code of ethics.

OTHER FUNCTIONS

As assigned, participate in agency public relations activities such as agency fairs and community presentations of agency programs and services.

As assigned, represent the agency on boards and committees.

Other duties as assigned.

MINIMUM QUALIFICATIONS

Education and Experience

Minimum of bachelor’s degree in Social Work or related field. Two years’ experience in social work and experience working with low-income and at-risk communities. Experience working in a crisis setting and ability to respond safely and appropriately to urgent or volatile situations.

Knowledge, Skills and Abilities

Knowledge of:

- Clarity and Salesforce highly desirable;
- Specific needs and solutions for helping low-income and homeless individuals; problems and needs of diverse, multi-cultural target populations, including economically disadvantaged, elderly, individuals with disabilities and ethnic minorities; effective interpersonal skills;
- Local, state, federal statutes and regulations relative to client needs and eligibility; and

Skills in:

- Effective oral communication;
• Proficient in Microsoft office;
• Relating to clients from diverse backgrounds effectively under stressful conditions;
• Setting priorities for assignments and workload appropriately and responding to deadlines effectively; and

Ability to:
• Demonstrate flexibility of style relative to specific assignments, working environments, and staff and volunteer diversity;
• Recognize needs and initiate actions in order to help clients and to help develop more efficient agency systems and procedures;
• Perform computer applications given reasonable training;
• Work in a variety of settings with culturally diverse families and maintain cultural sensitivity through all interactions;
• Lift 25 pounds; and
• Type 55 wpm.

Direct Reports
None

Compensation & Benefits
The salary range is $45,000 - $60,000 depending on education and experience. We offer a competitive benefits package including medical, dental, vision, vacation, and sick time.

How to Apply
Please submit a resume and cover letter to jobs@svcommunityservices.org.

Sunnyvale Community Services is an Equal Opportunity Employer and are committed to providing an inclusive and welcoming environment for all members of our staff, volunteers, contractors, vendors, and clients.