



Homelessness Prevention Case Manager

The Homelessness Prevention System (HPS) Case Manager is responsible for directly contacting clients who are at imminent risk of homelessness, determining and verifying their needs, and providing available financial and in-kind assistance for those eligible. The HP Case Manager will also arrange for or provide referrals to appropriate outside services including housing resources. This full-time position requires bilingual communications in English and Spanish.

RESPONSIBILITIES

- Manage a caseload of 15-25 Households at any given time
- Help families at imminent risk of eviction complete rental assistance applications
- Evaluate households for ongoing rental assistance support
- Deliver case management services with safety, respect, and effectiveness
- Participate in assessment review with case management team
- Maintain professional rapport with clients, peers, and other community service providers
- Provide appropriate referrals within the agency and external service providers
- Review and evaluate family progress on an ongoing basis and adjust case plans as appropriate
- Organize and maintain 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
- Perform other duties as assigned

QUALIFICATIONS

- 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
- Solution-focused and organized in achieving objectives with all eligible clients
- Detail-oriented with excellent time management, organizational, written, verbal, and computer skills
- Possesses strong interpersonal skills and confidence
- Demonstrates a professional demeanor and exercises good judgment
- Quick learner, team player, and proactive
- Maintains and values confidentiality in all aspects of the work environment

EDUCATION and/or EXPERIENCE

- Bachelor's degree in Social Work or related field
- Experience working at an EAN / in a crisis setting and ability to respond appropriately in emergencies

HOW TO APPLY

Please submit a resume and cover letter to jobs@svcommunityservices.org. Sunnyvale Community Services is an Equal Opportunity Employer and is committed to providing an inclusive and welcoming environment for all members of our staff, volunteers, contractors, vendors, and clients.