



Sunnyvale Community Services

Preventing Homelessness and Hunger in Our Local Community

Homeless Prevention Case Manager

The Homelessness Prevention Case Manager works with low-income families to prevent or end homelessness by focusing on one-time and short-term financial assistance, strength-based case management, advocacy, landlord mediation, outreach and other supportive services to promote self-sufficiency. The Case Manager screens, assesses, and conducts intakes for prospective participants. The Case Manager provides enrolled families with flexible financial assistance, temporary case management, and other support to ensure that families maintain permanent housing.

This is a Full-Time position, \$52,000-\$58,000 per year, depending on experience.

DUTIES & RESPONSIBILITIES

- Provide case management services to low-income and homeless clients who qualify including goal setting, long-term case plan development, progress monitoring, money management, tenant education and referrals.
- Support families with budget counseling and financial literacy services.
- Assess and verify client needs, determining eligibility for a variety of financial and in-kind emergency assistance services.
- Documents program activity, including prescreens, intakes, financial assistance, and case management into HMIS and Salesforce databases within one business day.
- Organize and maintain case files in a timely fashion and in accordance with professional practice.
- Connect clients and their families with needed and available community resources.
- Maintain professional rapport with clients, peers, and other community service providers.
- Provide all required documentation in a timely manner, which may include client follow-up, outcome evaluation, client contact sheets and evaluations.
- Identify and secure appropriate rental housing for client, when appropriate.
- Assist with the operations of the department and facilitate the specific program elements.
- Perform other duties as assigned.

WORK EXPERIENCE & JOB RELATED SKILLS (Required/Preferred)

- Must be organized and detail-oriented

- Language Skills: Ability to read and interpret documents. Ability to communicate effectively with clients and staff. Ability to write reports, correspondence and progress notes.
- Reasoning Ability: Ability to solve practical problems and deal with a variety of variables with a minimum of direction.
- Computer proficiency, including Microsoft Office
- Bilingual Spanish
- Knowledge of treatment care resources or program development for multilingual, multicultural groups

QUALIFICATIONS

- Bachelor's Degree in Social Work, human services, public health or related field, and / or 2 years work-related experience.

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.