

Roads Home Case Manager- Oakland

Job Title: Case Manager

Type: Fulltime / Nonexempt

Department: Roads Home

Supervisor: Roads Home Program Manager

Introduction

Berkeley Food and Housing Project (BFHP) has a clearly stated mission and purpose: to ease and end the crisis of homelessness in our community. Since 1970, BFHP has been working to ease and end the crisis of homelessness in our community. Our diverse programming provides a continuum of care to accommodate a broad spectrum of specialized needs.

Program Description

The Roads Home Program is a Supportive Services for Veterans Families (SSVF) program designed to serve very low-income, primarily homeless Veterans and Veteran families. The program assists Veterans in exiting homelessness to permanent housing and in maintaining a permanent housing placement. Services provided by BFHP include street and venue based outreach, case management, permanent housing placement, and assistance in obtaining VA and other benefits.

Position Summary

The Case Manager is responsible for the provision of case management and housing stabilization services to homeless veteran households assisted through the Roads Home Program. The Case Manager provides a variety of services to address housing barriers and to increase housing stability, including service coordination to ensure that participants are connected to the VA and other necessary supportive services.

General Requirements

Work within the framework of BFHP's Code of Conduct. Must have clean DMV record, a valid driver's license, dependable vehicle to use while on the job, fingerprint clearance, TB test clearance, CPR and First Aid Certification. Successfully complete all Privacy and Security Training required by BFHP and maintain confidentiality regarding clients, personnel and other internal agency affairs.

Case Management Responsibilities

- Conduct and document initial screening and eligibility determination for all new client referrals
- Provide street and venue based outreach to homeless veterans
- Provide intensive housing and vocational case management to veterans and their families.
- Conduct home visits



- Actively involve clients in the design and delivery of supportive services by ensuring they have an active voice in their goal/service plans.
- Collaborate with the Housing Specialist to maintain positive landlord relationships.
- Develop individual budgets and service plans with each veteran client.
- Provide service coordination and linkage including: Veteran Services Enrollment, crisis intervention, vocational and employment assistance, general health and dental services, income support and benefits, substance abuse treatments, mental health services and consumer and family involvement.
- Conduct weekly meetings with participants to identify short and long-term goals, money management, and employment/education issues.
- Assist participants in retaining housing and maximize their independence and self-sufficiency by providing linkage and referral to appropriate community services and resources.
- Maintain and secure comprehensive case files and prepare and submit all programmatic reports as required.
- Provide information and recommendations to the Program Manager regarding program evaluation and modification to better meets resident needs, community needs, funding requirements and BFHP Mission.
- Co-facilitate housing clinics, groups and other HCMT activities
- Oversee and coordinate SSVF client intake process and initial assessment; create and maintain new client files electronically
- Responsible for maintaining HMIS database records, including client intakes, program entry and program exit
- Ensure that all data is entered into HMIS within 24 hours of service delivery
- Participate in department staff meetings and case conference
- Perform other related duties as required by supervisor

Organizational Responsibilities

- Work within the framework of the agency's Code of Conduct
- Exercise responsibility appropriate to the positions and delegated authorities
- Be responsible to everyone else, the agency and its stakeholders both for your actions and your decisions not to act
- Conduct business in accordance with the BFHP Employee Handbook, exercising sound judgment and serving the best interests of the agency and the community



- Commit yourself to treating each community member with respect and dignity
- Qualifications
- BA/BS in social work or related field preferred and three years of relevant experience
 - Minimum of two years previous case management experience preferred
 - Experience working with veterans strongly preferred
 - Knowledge of homelessness, mental health and substance use required
 - Excellent knowledge of local housing market
 - Capacity to set priorities in consultation with supervisor
 - Good conflict resolution skills
 - Ability to meet deadlines and complete multiple tasks in a timely manner
 - Excellent written and oral communication skills
 - Ability to maintain professional conduct, attitude and appearance at all times
 - Capacity to work independently and as part of a team
 - Proficiency on PC computers, Windows, Microsoft Suite and databases, and ability to perform word processing, data entry, and other tasks at a computer work station
 - Ability to be added to the agency's insurance and drive agency vehicles.
 - Ability to use a reliable personal vehicle for day to day transportation between program sites and other locations

Physical Requirements

- The employee is regularly required to use hands to type, handle, feel
- The employee is frequently required to climb stairs, walk, sit, talk and hear
- The employee is occasionally required to stand, stoop, kneel, crouch or reach
- The employee must occasionally safely lift and/or move up to 50lbs
- Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus

Job Type: Full-time