

Case Manager

Berkeley Food & Housing Project – Oakland, CA

Job 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.

Essential 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

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
- 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 use a reliable personal vehicle for day to day transportation between program sites and other locations. Good DMV record. Ability to pass background screening.

We are extremely proud of our diverse team and welcome all qualified applicants regardless of race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

Job Type: Full-time

Pay: \$25.75 per hour

COVID-19 considerations:

Staff safety is our top priority. We have implemented several safety measures including providing PPE and sanitizers, temperature checks, setting up Plexiglas in cubicles, weekly professional deep cleaning, and staggered work schedule where possible.
