



Crisis House Job Description

Job title: Care and Housing Manager

Job location: Santee (in-person)

Department: Domestic Violence Services

Reports to: Director of Programs

FLSA Status: Non-exempt

Salary: \$28-\$32 DOE

Summary:

The position entails comprehensive supervisory responsibilities, including recruiting, training, and evaluating staff, as well as managing departmental workflow and employee discipline. Key duties are divided into three main areas: Housing, Care Management, and Compliance and Reporting.

Supervisory Responsibilities:

- Recruits, interviews, hires, and trains new staff.
- Oversees the daily workflow of the department.
- Provides constructive and timely performance evaluations.
- Handles discipline of employees in accordance with company policy.

Essential Duties and Responsibilities

Housing

- Outreach in the community and with landlords to identify new and existing housing opportunities and build strong inventory of available housing options
- Develop inventory of housing options that include affordable housing, supportive housing, market rate, shared housing, room rentals, sober living, subsidized housing, etc.
- Maintain an up-to-date Housing Directory on the internal shared drive.
- Initiates the lease process and payment on behalf of the client. Monitors and supports clients and landlord post placement. Relocates client if needed and maintain referral business with landlord.
- Enter and maintain timely and accurate documentation of service delivery into HMIS/Clarity in accordance with policies and procedures.
- Actively participate in Domestic Violence program case conferencing meetings to report progress on clients' housing search and other needs they may have.

Care Management

- Support case managers efforts to assess client's wellbeing, health needs, and social support networks



- Provide guidance to case managers regarding the development of personalized care plans in coordination with the client
- Establish and support a team of proficient trauma-informed case managers, enhancing their expertise and skills.
- Monitor and adjust care plans as needed to ensure the long-term sustainability of client success
- Act as an advocate for clients, assisting them in navigating services
- Provide emotional support and coaching to case managers and clients
- Organize and facilitate meetings between case managers, clients, and service providers

Compliance and Reporting

- Compiles and tracks relevant data for grant reporting. Submits all required reporting in a timely manner.
- Becomes familiar with relevant regulations such as HUD, Continuum of Care (CoC), state, and local.
- Maintains confidentiality of all client and organization data.

Miscellaneous

- Represent Crisis House at local collectives, committee meetings, tabling, and other outreach events in a friendly manner.
- Actively builds and maintains collegial relationships with other service providers and community groups.
- Performs other related duties as assigned by immediate supervisor and other management as required.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language Ability:

Ability to read and interpret documents such as professional journals, governmental regulations, and procedure manuals. Ability to write reports and correspondence. Ability to speak effectively before groups of clients or employees.

Math Ability:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret graphs.

**Reasoning Ability:**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills:

To perform this job successfully, an individual should be proficient in Microsoft Office (e.g. Outlook, Word, Excel, Teams) and other general office software as well as the ability to quickly learn new software.

Education/Experience:

Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:

- Bachelor's degree in a related field or 3-4 years of relevant experience including lived experience.

Certificates and Licenses:

Valid CA driver's license or state ID

Knowledge, Skills, and Other Abilities:

- Sufficient knowledge of case management best practices, trauma-informed care, and person-centered approaches to provide direct, ongoing support to case management staff.
- Advanced problem-solving, mediation, and conflict resolution skills.
- Ability to foster a harmonious, communicative, collaborative work environment.
- Ability to travel locally to client meetings, conferences, and training.
- Ability to complete 40-hour domestic violence training (upon hire).
- Advanced emotional intelligence as evidenced by actions, demeanor, and responses to stressful situations.

Physical Demands:

The physical demands described here are representative of those that must be met to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the employee is regularly required to sit for long periods at a computer. The employee is required to walk, sit, use hands, and reach with hands and arms. The



employee is required to climb, stand, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the employee is occasionally exposed to indoor and outdoor settings and works in close proximity to others. Employee occasionally may need to work weekends and evenings based on business needs.

Benefits:

100% paid health insurance (Dependent coverage available), Dental and vision coverage, 401k after 6 months, 13 paid holidays, 7 days of paid sick leave, 2 weeks of paid vacation, 2 wellness days.

To Apply: Are you ready to be a catalyst for change? Join us on a mission to transform lives and communities, where your skills will shape the future of Crisis House. Take the first step in making a lasting impact. Apply now to become our Care and Housing Manager and lead the charge toward a brighter future for those in crisis and in need of support. **Email a cover letter and resume to kelcie@crisishouse.org with "Care and Housing Manager" in the subject line.**

This job description is not meant to be a complete listing of professional duties or responsibilities. Management reserves the right to amend any job description and/or procedure herein. Management will make every effort to notify employees of said changes within a reasonable amount of time.

Crisis House is an equal opportunity employer and makes employment decisions based on merit, qualifications, and competence. Company policy prohibits unlawful discrimination based on gender, race, color, religion, creed, national origin, ancestry, citizenship, pregnancy, age, marital status, sexual orientation, medical condition, physical or mental disability, veteran status, or any other consideration made unlawful by federal, state, or local laws.

Crisis House will consider qualified applicants with a criminal history pursuant to the California Fair Chance Act. You do not need to disclose your criminal history or participate in a background check until a conditional job offer is made to you. After making a conditional offer and running a background check, if Crisis House is concerned about a conviction that is directly related to the job, you will be given the chance to explain the circumstances surrounding the conviction, provide mitigating evidence, or challenge the accuracy of the background report. Find out more about the Fair Chance Act by visiting calcivilrights.ca.gov/fair-chance-act/.