



## Crisis House Job Description

**Job title:** Case Manager (Journey Home)

**Job location:** Santee, CA (in-person)

**Department:** DV Services - Journey Home

**Reports to:** Care and Housing Manager

**FLSA Status:** Non-Exempt

**Salary:** \$24-\$28 hourly

*Please be advised that this position is contingent upon grant funding, which is currently secured for one year. The continuation of this role beyond the initial one-year term is dependent upon the renewal of funding. While we are optimistic about the possibility of securing continued funding, we cannot guarantee employment beyond the duration of the existing grant. We encourage applicants to consider this condition in their decision to apply. The organization is committed to providing updates on the funding status and any potential impact on employment as information becomes available.*

### **Summary:**

The Journey Home Case Manager will provide case management services to individuals and families fleeing intimate partner violence. Under the direction of the Care and Housing Manager, the Case Manager provides client advocacy and case management services to include budgeting, benefit establishment, and connects clients to community resources such as mental health, substance abuse, legal and domestic violence services for survivors. The Case Manager will identify the client's barriers to obtaining stable housing and develop a plan to address those challenges with a special focus on increasing income to maintain and sustain permanent housing after financial assistance ends. As the primary point of contact with program participants, the Case Manager will interview potential program participants, program enrollment and other supportive services. The Case Manager will assist client in defining housing needs and will coordinate services with the Care and Housing Manager to help the client identify appropriate housing options and advocate with landlords. The primary goal of the Journey Home case management services is to assist families with accessing and maintaining safe and affordable permanent housing.

### **Supervisory Responsibilities:**

None.

### **Essential Duties and Responsibilities**

- Collaboration and Case Management



- Develops strong community partnerships to identify supportive resources that can assist clients pursue permanent housing and coordinates services.
- Utilizes the Family Self-sufficiency Matrix to identify client's needs and barriers to economic independence.
- Assists individuals and families with accessing various housing options, including permanent supportive housing, affordable housing, shared housing, and move-in assistance.
- Assists with collecting necessary documents for applying for permanent supportive housing.
- Maintain an approachable demeanor of being responsive and culturally sensitive to clients and their needs.
- Review assessment paperwork to determine program eligibility, schedule interviews with eligible participants, and enroll participants in an effective and timely manner.
- Develops individualized case plan with clients including short, mid-term, and long-term goals.
- Enforce program guidelines and issue warnings/termination notice when necessary.
- Compliance and Reporting
  - Keep up to date and accurate case notes on clients using established database protocols (Clarity, Pear Suite, etc.).
  - Ensures that suspected child, adult and senior abuse and neglect are reported as per established agency policy for non-emergency and emergency reporting procedures.
- Financial Management
  - Maintain grant spending spreadsheet to ensure grant funding is spent correctly and in a timely manner.
  - Coordinate with Accounting to address any errors or issues in grant spending.
- Miscellaneous
  - Perform other 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 accommodation 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 bar 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 know Microsoft Office (e.g. Outlook, Word, Excel, Teams), and PDF software such as Adobe, etc. Knowledge of case management software such as Clarity/Pear Suite is preferred but not required.*

**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 social service or related business field
- Or 2-4 years of experience as a Case Manager or similar role (strongly preferred) in lieu of formal education

**Certificates and Licenses:**

None

**Knowledge, Skills, and Other Abilities:**

- Bilingual (English/Spanish) preferred
- 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](mailto:kelcie@crisishouse.org) with "Journey Home Case 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/](http://calcivilrights.ca.gov/fair-chance-act/).*