



Housing Case Manager Job Description

OneOC is proud to partner with Family Assistance Ministries in the recruitment of the Housing Case Manager position.

JOIN OUR TEAM:

Family Assistance Ministries (FAM) is seeking a passionate and dedicated individual to join our mission-driven and collaborative team as a Housing Case Manager. Join FAM and you will make a genuine impact on the lives of vulnerable individuals every day.

ORGANIZATION OVERVIEW:

FAM is an interfaith, nonprofit organization that served **30,187** unique people last year. Our mission is to assist those in need in Orange County with resources for food, shelter, and personalized supportive counsel and aid, helping clients bridge the gap from dependency to self-sufficiency. Our proven success model focuses on the root cause issues to deliver long-term results that change lives and our community for the better.

POSITION SUMMARY:

The successful **Housing Case Manager** candidate will report to the Housing Services Manager and will be responsible for providing housing assistance and support services to formerly homeless clients. The ideal candidate will establish a relationship of trust empowering clients to secure and maintain stable housing and self-sufficiency through comprehensive case management and support services. This role requires excellent communication skills, strong interpersonal skills, and a deep commitment to empowering clients and promoting independence.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Effectively process referrals from Mission Hospital ensuring clients are placed in an appropriate hotel.
- Provide housing navigation and case management support to formerly homeless clients who have been recently discharged from Mission Hospital and/or frequently utilize its Emergency Department. Work closely with Mission Hospital's care coordinators and social workers who refer the clients.
- Assists residents of the Gilchrist House Shelter to secure housing and self-sufficiency through accountability, mentoring, and coordination of services.
- Provide intensive case management and supportive services to clients ensuring they have the necessary resources to make progress towards achieving their goals.
- Facilitate weekly meetings with a caseload of 4-6 clients as they address barriers to stable housing including financial, legal, personal, and social service issues.



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- Provide ongoing case management and support to clients, including assistance with housing applications, budgeting, and life skills development.
- Advocate on behalf of clients to access housing resources, public benefits, and other support services.
- Coordinate with community partners, landlords, and housing agencies to secure affordable housing options for clients.
- Implement "Housing First" strategies in all phases of client interaction.
- Maintain accurate and up-to-date client records, progress notes, and documentation in accordance with agency standards and funding requirements using software including CalOptima, HMIS, Apricot/Planstreet as well as confidential hard copies.
- Perform other duties as assigned by supervisor or program manager.

OTHER DUTIES AND RESPONSIBILITIES:

- Provide crisis intervention as needed.
- Submit monthly narrative, statistical, grant, and other reports as needed.
- Perform other duties as assigned on a regular or occasional basis.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Strong communication, interpersonal, and critical thinking skills.
- Ability to work independently and as part of a team in a fast-paced, client-centered environment. Must be flexible and adaptable.
- Strong organizational and multi-tasking skills. Must be meticulous and able to manage competing priorities.
- Ability to work under pressure, managing interruptions and concurrent deadlines.
- Compassion, empathy, and the ability to work with diverse populations.
- Analytical and can process verbal information and input accurately into databases. Able to follow complex instructions.
- Proficient in basic math skills.
- Bilingual Spanish preferred.
- Commitment to the mission and values of FAM.

EDUCATION AND EXPERIENCE:

- Bachelor's degree in social work, psychology, human services, or a related field.
- Equivalent education, work experience, and/or relevant training will be considered.
- Previous experience in case management, preferably working with unhoused individuals, families, and/or persons in crisis.
- Knowledge of local housing resources, landlord-tenant laws, and community-based support services.
- Proficient in Microsoft Office and case management software including HMIS and Apricot/Planstreet..



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COMPETENCIES:

Customer Service - Manage difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.

Interpersonal Skills - Maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and obtains clarification; responds well to questions; participates in meetings.

Teamwork - Understands that FAM's success is what matters. If FAM is successful, we can support our clients' needs. Individual performance is important, but the team's success is paramount. Therefore, each person at FAM is expected to help others succeed.

Professionalism - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration, regardless of status or position; accepts responsibility for own actions; follows through on commitments.

COMPENSATION:

This is a full-time, onsite position with a compensation ranging from \$25 - \$27 per hour, commensurate with experience. Typical hours would be Monday through Friday, 8:30 a.m. to 5:00 p.m. with occasional attendance at evening and weekend offsite events required.

Benefits include health, dental, and vision insurances, paid time off, and 401K retirement plan.

TO APPLY:

If you are interested in being considered for this position, please forward your resume and optional cover letter to sbrooks@oneoc.org. Any resumes sent, or telephone calls made to FAM will be redirected to OneOC.

FAM is an equal opportunity employer and encourages candidates from all backgrounds to apply.



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