

# Case Manager

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**Job Title:** Case Manager  
**Reports To:** Housing Program Manager  
**FLSA Status:** Non-exempt  
**Supervises:** N/A  
**Employment Status:** Full-time (40 hours/week)  
**Salary Range:** \$22-27/hour  
**Schedule:** Tuesday – Saturday, 11:00AM to 7:30PM

**Organization:** Grandma's House of Hope (GHH) empowers the invisible populations of Orange County by serving those who truly slip between the cracks of other programs. Founded in 2007, GHH fills gaps in basic needs by providing wrap-around shelter services to Orange County's most vulnerable, underserved and socio-economically disadvantaged women and men. Our welcoming homes nurture hope, our case managers promote growth, our counseling partners facilitate healing, and our housing navigators guide our participants toward stability. Our goal is for our participants to graduate to permanent housing as stronger, more confident, and autonomous individuals through these holistic resources. In our work, we value love and compassion, respect and acceptance, and honesty and integrity. Every day we work toward the realization of our vision: a thriving, supportive community full of caring and productive individuals where everyone has a safe place to call home. For more information on GHH, please visit our website at [www.grandmashouseofhope.org](http://www.grandmashouseofhope.org).

**Position:** The Case Manager is an experienced staff member that provides case management and ongoing support and trauma-informed care to homeless men and women by implementing trauma-informed best practices. GHH utilizes the Housing First model and provides comprehensive services to meet the complex needs of participants in the Rescued and Restored Housing Program. The Case Manager is committed to helping each participant overcome various barriers through motivational interviewing, goal setting, life skill building, and providing them with appropriate resources to help them accomplish successful graduations into permanent housing.

## Qualifications:

### Education and Experience

- Bachelor's degree in social and human resources or related field required; extensive experience may be considered in lieu of degree
- Prior case management or social work experience required.
- Experience managing and resolving various crises professionally and safely required
- Knowledge of Orange County's nonprofit landscape and housing/shelter programs required
- CPR/First Aid Training preferred
- Experience supporting individuals affected by homelessness and/or substance use disorders, chronic health and mental health challenges and other traumatic experiences such as domestic violence and human trafficking strongly preferred
- Experience or knowledge of client data record systems preferred

### Other Skills

- Knowledge of strength-based perspective and trauma-informed care preferred
- Understanding of the Housing First Model
- Excellent interpersonal and rapport building skills
- Proven desire to support and work with an extremely diverse population without judgment or bias

- Effective problem-solving skills and independent decision making skills
- Professional communication skills (verbal and written) and intermediate computer skills
- Exceptional organizational, planning, and coordination skills
- Excellent boundary-setting skills
- Bilingual Preferred

**Responsibilities:** Approximately 80% of a CM time will be spent on case management and 20% will be spent on other supportive duties that maintain the health and wellbeing of the participants.

Case management duties include:

- Responsible for the care and coordination of a caseload between 8-12 participants, based on experience; a part-time CM will have a caseload of up to 8 participants.
- Establishes short and long-term goals with each participant for housing stability plans.
- Communicates and reviews participant's goals, progress, needs, and concerns with the team.
- Coordinates the integration of social services/case management functions into the care plan and services with agencies and healthcare facilities.
- Mobilizes resources as needed to achieve expected goals within the desired timeframe.
- Follows policies, protocols, and procedures to ensure guidance in managing complex cases
- Responsible for delivering program exits with support staff if participants are not meeting program agreements; and providing support with housing resources for transitions.
- Performs exit interviews and present after care services following program exits.
- Manages participant files that include weekly notes, housing stability plans, personal documents, and other program paperwork pertaining to each individual with strict confidentiality.
- Maintains and updates HMIS (Homeless Management Information System) records weekly.
- Helps lead weekly house meetings and reviews cases in weekly Housing Team meetings.
- In the event of a crisis situation and/or emergency, assist with de-escalation and crisis management.
- Schedule weekly case management meetings with your assigned participant(s).
- Other duties as assigned by the Program Manager.

Other supportive duties include:

- Supporting participants with daily medication management through observing medication box refills, observing medication use, and documenting appropriately in the medication master log
- Monitoring daily activities to support the safety of the home and the well-being of participants through daily attentive care, behavioral agreements, conflict resolution and crisis management as needed
- Supervise and support participants with following their program agreements including their daily chores, productive hours, house meeting attendance, progress sheets, and other program policies
- Weekly personal inventory checks of participant belongings, refrigerator, and pantry space
- Scheduled and spontaneous room searches for banned items
- Scheduled and spontaneous drug tests to support participants with their sobriety
- Lead two monthly life skills workshops for participants to help build self-sufficiency
- Purchase meal ingredients and assist participants with meal preparation if applicable to your program
- Complete an end of shift report and send to staff as directed by the Housing Program Manager
- Supports Intake Coordinator with intakes of new participants as needed.

**Physical:** In the course of performing this job, the incumbent typically spends time sitting, walking, standing, listening/speaking, writing and operating a personal computer. S/he will be required to drive an automobile or use public transportation to attend meetings within the community. S/he is expected to lift and carry office records and supplies up to 40 lbs on an occasional basis. Reasonable accommodations may be arranged to enable individuals with disabilities to perform essential duties of the job.

*Requires some travel throughout north Orange County; therefore, this position must have reliable transportation, a valid California Driver's License, and ongoing, active automobile insurance that complies*

*with state requirements. If applicants use public transportation, they should consult with Human Resources regarding applicable requirements.*

**Work Environment:** The noise level in the work environment is usually moderate and fast paced. While performing the duties of this position, the employee is occasionally exposed to outside weather conditions when driving to and from meetings. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

**Benefits:** GHH has a generous benefits package, including 13 paid holidays, sick pay, vacation (PTO), time off for crime victims, retirement savings program, CaliforniaChoice healthcare plan and Concordia dental plan. Supplemental disability, accident and life insurances are available.

### **Grandma's House Of Hope Is An Equal Opportunity Employer.**

GHH actively works to foster a diverse and inclusive environment for our staff, volunteers, and participants. GHH recognizes the importance of employing people who reflect the diverse backgrounds and life experiences of our participants in order to create a welcoming program. GHH's staff reflects that commitment, allowing us to relate to our participants linguistically and culturally. We believe that these lived experiences among our staff allow us to relate at a deeper, more authentic level with our participants.

We celebrate our inclusive work environment and encourage folks of all backgrounds and perspectives to apply. We are committed to having an inclusive and transparent environment where every voice is heard and acknowledged. We strongly encourage applications from women, people of color, LGBTQIA and other marginalized communities. GHH is committed to a barrier-free recruitment process and work environment. Please reach out to [info@grandmashouseofhope.org](mailto:info@grandmashouseofhope.org) or 714.558.8600 if any accommodations are needed.