



Pathways of Hope

Rebuilding Lives of the Hungry and Homeless

Pathways of Hope Recruitment

Position: Case Manager

Range: \$17.50-\$20.50 DOE

The Opportunity:

Through multiple housing models (Emergency Shelter, Rapid ReHousing, Permanent Supportive Housing, Bridge/Transitional Housing, Prevention) the Pathways of Hope Case Manager team assists homeless families and individuals reduce housing barriers, work toward greater economic opportunity and independence, and strengthen community social service linkages necessary for the client(s) to end their homelessness and obtain safe, sustainable, permanent housing.

This position works exclusively on our Rapid ReHousing programming and requires a flexible work schedule including some weekend, morning and evening shifts, as well as reliable transportation to attend community appointments. This position is primarily stationed on-site at our business office and will spend significant time in the field performing Case Management on-site with clients, working with housing providers, and other associated tasks and duties.

The Agency:

Since 1976, Pathways of Hope (formerly Fullerton Interfaith Emergency Service) has been working to end the dual plights of Homelessness and Hunger in Northern Orange County. We have multiple housing sites and programming models that intersect at working to end homelessness and hunger across the greater Northern Orange County area. Our team is dynamic, forward-thinking, and works closely with stakeholders and partners in the community to achieve our mission and vision.

The Candidate:

All Pathways of Hope employees must embrace a culture of teamwork, collective success and support in assisting the agency in achieving its mission and vision. The ideal candidate will possess strong work ethic, a track record of successful problem solving, the ability to work independently, and an understanding of homelessness in Orange County. The ideal candidate understands that Case Management and Services Navigation are collaborative efforts with residents.

Salary Range and Benefits:

The salary range for this position is \$17.50-\$20.50 DOE. Benefits available include Health and Dental Insurance, vacation, sick time, and retirement plan options. As part of its cultural values, Pathways of Hope respects and values work/life balance.

Essential Duties and Responsibilities:

1. Works with and accepts intake referrals from Intake Specialist
2. Completes all necessary intake paperwork and provides orientation.
 - a. Includes Housing Plan with outlined goals and objectives to reduce housing barriers and locate permanent housing as quickly as possible within 30 days of resident-entry
 - b. Develop an individual case management plan, including financial planning and housing goals with recipient families
3. Help implement the Rapid Re-housing (RRH) program by providing case management services to clients matched to the RRH projects
4. Inputs client data in Client Management Information System (HMIS) and other sites accurately and in a timely manner
5. Create schedules and meet weekly with recipient families, tracking progress toward goals in detailed case files with charts, progress notes, and outcome evaluation

6. Makes appropriate referrals to the participants' needs/provide information and referrals for ancillary services
7. Maintain case load as assigned
8. Assist residents with employment and housing related issues
9. Ensures documents submitted on behalf of the client are valid and submitted on a timely basis
10. Ensures resident compliance of program policies
11. Keeps detailed records with information about clients, rules and emergency contacts
12. Follow up with clients and offer ongoing support for a minimum of one year
13. Develops strategies and corresponding milestones toward achieving objectives
14. Implement a harm reduction plan to overcome barriers to obtain and retain housing
15. Develops and maintains a list of potential housing opportunities for clients in collaboration with the Housing Resource Specialist
16. Develops appropriate financial assistance schedule ensuring the accomplishment of established outcomes and honoring the housing first model the program is based upon
17. Prepares monthly reports
18. Provides housing inspections/prepares rooms for residents
19. Works with community resource groups and individuals relating to client needs
20. Attends monthly Case Manager Support Group and other meetings as necessary
21. Assists in communication and coordination of residents and related volunteers
22. Performs other duties as assigned

Contacts and Relationships:

Position reports to the Housing Program Manager

Qualification Guidelines:

Knowledge of:

- Housing Program Models and best practices
- Various counseling methods and conflict resolution techniques founded in strengths based approach
- Anti-oppressive interventions and strategies
- Trauma-Informed Methods
- Proficiency in Microsoft Word, Excel, Access and Outlook
- Database Management, specifically HMIS

Skills and Abilities:

- Establish and maintain effective working relationships with co-workers, Board members, volunteers, residents and vendors
- Respond to a crisis situation with the ability to deescalate situation
- Ability to work and problem solve independently
- Solve problems by making decisions that promote team unity and client stability and edification
- Plan, organize and prioritize duties
- Maintain confidentiality regarding client information
- Work with people from diverse economic and socio-cultural backgrounds
- Represent the program and agency in a positive manner within the community
- Communicate effectively over the telephone and clearly communicate information and instructions verbally and in written form

Education:

A minimum of a Bachelor's Degree is preferred in Human Services, Social Work, Psychology or a similar major

Experience:

Minimum 1-year experience working in Human Services

Experience in working with the homeless preferred

Collaborative work with multiple partners

Special Requirements Include:

Knowledge / Skills / Abilities / Experience / Certifications / Education which may be Helpful or Preferred Include:

- Knowledge of the Orange County area is helpful
- Knowledge of Continuum of Care and Coordinated Entry System is preferred
- Bi-lingual English/Spanish is preferred

Physical Tasks and Working Conditions Include the Following:

- Ability to lift up to 30 lbs
- May be required to work nights and/or weekends occasionally

Send resume/cover letter to Nishtha Mohendra, Director of Programs at nishtha.mohendra@pathwaysofhope.us

