Community Awareness & Treatment Services, Inc.

JOB ANNOUNCEMENT

Job Title: OUTREACH CASE MANAGER (On-Call)

Program: San Francisco Homeless Outreach Team (SFHOT) **Reports To:** SFHOT Program Director

Status: Non-exempt **Hours:** On-call; as needed

JOB SUMMARY:
The Outreach Case Manager is responsible for engaging, counseling and linking homeless clients to housing and appropriate services. Duties also include establishing and maintaining a short-term case management relationship with clients. The Outreach Case Manager is a member of a multidisciplinary team, including social workers, a nurse practitioner, a psychiatrist and administrators, and as such, works collaboratively to house and stabilize the chronically homeless.

ESSENTIAL JOB DUTIES:

- Conduct outreach and do initial screenings of homeless, primarily disabled, individuals for housing, benefits, medical, mental health, and substance abuse issues.
- Meet with clients regularly to assist them in customizing and implementing a case plan that includes individual goals and objectives and timelines.
- Confer with team members to develop engagement strategies, develop street-to-home plans for each client, and assignment to the appropriate team member for ongoing case management.
- Establish and maintain a caseload of clients and provide paraprofessional counseling, crisis intervention, evaluation, advocacy, linkage and referrals.
- Advocate for resources that help stabilize clients, including housing, medical and financial benefits, healthcare, and other social services, as needed.
- Respond to referrals from city agencies (including SFFD, SFPD, the Mayor's Office, merchants, community groups and citizens).
- Maintain good networking and mutual support relationships with other service providers and emergency services.
- Maintain good relationships with neighborhood and community groups.
- Maintain client charts and associated documentation, including a web-based client database (additional training will be provided as needed).
- Adhere to established policies and procedures.
- Attend trainings and meetings as needed.
- Other duties as assigned.

QUALIFICATIONS:

- Bachelor's degree (B. A.) from a four-year college or university or equivalent required.
- Valid California driver's license and no history of major moving violations, including DUIs, during the past 5 years.
- Previous street outreach and case management experience and/or training.
- Ability to work both independently and cooperatively.
- Knowledge of homelessness, healthcare, substance abuse, HIV, harm reduction, co-occurring disorders, the housing first concept, cultural diversity issues and relevant resources.
- Able to work effectively with diverse individuals who self-identify by cultural, language, neighborhood, sexual identity, gender and other definitions.
- Ability to write and speak effectively; must have basic computer skills.
- CPR and first aid certification within 90 days of hire.

PREFERRED QUALIFICATIONS:

- Bicultural, bilingual Spanish speaking.
- Knowledge of San Francisco community resources; knowledge of San Francisco neighborhoods.
- Experience working with at-risk client populations.
- Knowledge/experience with Microsoft Word and Microsoft Excel.