



St. Vincent De Paul Job Description

Homeless Outreach Case Manager

Position: Homeless Outreach Case Manager
Reports to: Director of Behavioral Health
Status: Full-time (40 hours per week) / Hourly (Non-Exempt)

Position Summary:

The Marin Homeless Outreach Team (HOT) is an innovative new program in Marin County focused on housing chronically homeless individuals through individual-focused outreach and engagement and a collaboration of public and private organizations. Our homeless outreach case managers are the key point of contact with clients and are responsible for developing strategies for engaging clients on the streets and developing a path to housing with the support of HOT partners. Much of the work, from initial outreach and engagement through housing, is performed with clients on the street. A HOT case manager must be an energetic self-starter, passionate about helping homeless individuals, have excellent communication skills, be attentive to detail and relentless in driving towards outcomes.

The ideal candidate will be familiar and comfortable with homeless individuals, street culture, community and resources and will demonstrate an ability to establish trusting, hopeful relationships with these individuals, using a client-centered approach.

Duties and Responsibilities include but are not limited to:

- Provide respectful engagement to adults with histories of chronic homelessness, serious psychiatric disabilities and co-occurring substance use disorders.
- Work with other HOT partners to develop strategies that help encourage homeless individuals to take steps leading ultimately to housing.
- Lead service coordination for HOT clients including assuming primary responsibility for developing and implementing goals and plans for each client in collaboration with the client and the team, providing clients with support, guidance and encouragement on his/her journey to housing.
- Proactively engage clients on the street, trying out-of-the-box ways of reaching clients who have been living on the street for many years and who may have significant trust, mental health, cognitive, emotional and substance use issues.
- Act as liaison to and consult with HOT partners and community agencies and programs to maintain coordination in the treatment process.
- Help to gather documentation and complete necessary paperwork in order to place clients into available housing opportunities.
- Document engagement and case notes for each client.

- Help clients adjust to life in housing, including but not limited to engaging clients around goals and aspirations, life skills, hobbies, and other activities that may be needed during the adjustment to housing.
- Work with the Program Director and the HOT steering committee to develop best practices that can be replicated with other clients.
- Accompany clients to appointments as needed.
- Coordinate with outside inpatient services and establish linkage to outpatient treatment and self-help programs.
- Refer to more appropriate case management services when needed and facilitate warm hand-off.
- All other duties as assigned by supervisor.

Qualifications

- Skills and competence to establish supportive, respectful, trusting relationships with persons with histories of homelessness, severe and persistent mental illnesses, emotional dysregulation and co-occurring serious substance use disorders.
- Strong commitment to the right and ability of each person with a severe and persistent mental illness to live in normal community residences; work in market jobs; and have access to helpful, adequate, competent and continuous support and services.
- Excellent verbal, written, and interpersonal communication skills.
- Must have a valid California Driver License, a driving record acceptable by the Agency's insurance company, and proof of personal vehicle insurance.
- Must be able to meet the Immigration Reform Act of 1986 requirements.

Qualifications in the following are ideal but not required

- Specialization in Alcohol and Drug Abuse Studies
- Three years (3) experience in mental health treatment or substance abuse treatment, or related social service experience.
- Dual mental health and substance use recovery competency.

Work Environment: The work environment is consistent with a social services environment requiring sensitivity to clients, volunteers and visitors both indoors and outdoors and walking outside and up/downstairs to access multiple working spaces.

Physical Demands:

- Can operate standard office equipment such as computers, copiers, scanners, and telephones.
- Can operate/type on personal computer for up to 8 hours per day while sitting.
- Can concentrate on reading and writing for up to 8 hours per day.
- Can lift books, files, or binders up to 10lbs in compliance with the organization's safety standards to a maximum distance of 20 feet.
- Can bend legs to retrieve or file documents in lower drawers for up to 30 minutes a day.
- Can reach to a maximum of 15 inches upward to obtain books or files from shelves.
- Ability to bend legs and have back strength to file documents in lower drawers.
- Can reach to a maximum of 20 inches upward to retrieve and replace objects from shelves.

Compensation: \$30.00–\$32.69 per hour (\$62,400 – \$68,000 annually)

Benefits: Excellent benefits package, including employee’s choice of health plans (Kaiser Platinum HMO, Kaiser Gold HMO with HSA eligibility, or Anthem PPO), vision, dental, chiropractic and acupuncture, Employee Assistance Program, and Vanguard 403(b) retirement account, cell phone or cell phone allowance, free parking on-site in downtown San Rafael.

Equal Opportunity Employer

St. Vincent de Paul Society of Marin is proud to be an Equal Opportunity Employer and prohibits discrimination and harassment of any kind. We do not discriminate based on race, religion, color, national origin, gender (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender identity, gender expression, age, status as a protected veteran, status as an individual with a disability, or other applicable legally protected characteristics.

Please submit resume and cover letter explaining your interest in this role to: recruiting@vinnies.org.