



St. Vincent de Paul Society of Marin County
Job Description

Encampment Outreach Case Manager

Title: Encampment Outreach Case Manager
Status: Full-time (40 hours per week)/ Non-Exempt(hourly)
Compensation: \$30.00–\$32.69 per hour (\$62,400 – \$68,000 annually), depending on experience
Reports to: Encampment Resolution Lead Case Manager

Position Summary

St. Vincent de Paul Society of Marin’s Homeless Outreach Team (HOT) is an innovative 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.

The Encampment Outreach Case Manager works with unhoused individuals living in San Rafael’s Service Support Area (SSA). The Encampment Outreach Case Manager helps chronically homeless individuals engage in Intensive Case Management in a meaningful way. This role works with SSA residents to reduce the impact of homelessness and to assist clients in meeting their goals to achieve sustainable housing; they will have a laser focus on working with SSA residents to ensure they are linked into Mental Health Services. The Encampment Outreach Case Manager will stay connected to SSA residents when they discharge (housing or otherwise) from the SSA and keep them linked to mental wellness services. The Encampment Outreach 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 veterans and homeless individuals, street culture, community resources, and will demonstrate an ability to establish trusting, hopeful relationships with these individuals, using a client-centered approach.

Duties and Responsibilities

- Assess (VISPIDAT) clients continually along the following metrics: client strengths and resources, housing needs, cultural identify, behavioral health, medical, social, family support, education and employment history.
- Work in partnership with clients to create an individualized plan that articulates the client’s goals for housing, treatment, and documents (in case notes and HMIS systems) the specific interventions planned to assist the client to achieve these goals.
- Develop and provide (or connect to) high quality interventions and services in support of wellness and recovery.
- Provide strength-based case management, skills development, medication support, therapy, crisis intervention, and peer and family support.
- Provide the type and intensity of service that the client needs to have the best opportunity for success exiting homelessness. This can mean frequent check-ins, transportation to services, addressing issues related to mental illness and/or substance use, enlisting stabilization and/or crisis services.
- Provide intensive case management services tailored to the individual needs and preferences of the client.



- Provide housing location services which include, but are not limited to, determining the characteristics of a unit appropriate for a client (geographic location, community ties, safety, unit accessibility, etc.); locating potential units near public transportation and other amenities; networking and maintaining relationships with landlords; and accompanying client to open houses and housing application appointments.
- Screen available units to determine the potential for a unit to pass Housing Quality Inspections performed by the MHA.
- Assist clients in securing necessary personal documentation and completing required paperwork, including “reasonable accommodation” to qualify for a MHA, or other, rental subsidy/housing voucher.
- Directly assist and work in partnership with clients to help them move into housing. This may include arranging for or directly helping the client move their items to the unit and ensuring the client is set up with basic items.
- Provide housing stabilization services, such as ensuring the client can maintain a space clean enough to pass inspection, can manage their finances or is connected to a representative payee, and can navigate transportation if necessary to reach appointments related to health and benefits; and intervening with landlords if needed.
- Work collaboratively with client to mitigate tenancy issues early to help retain housing (e.g., resolving roommate or community disputes, setting boundaries around guest behavior, submitting timely rental payments, maintaining cleanliness in and around the unit, avoiding lease violations, etc.).
- At move-in, make attempts to meet with client weekly. Meet 60-90 days after move-in to housing to discuss client successes and any challenges. At least one of these meetings per month will be a home visit in the client's home if client permits.
- Continue to meet with the client frequently after housing stabilization (likely after 60-90 days of tenancy), as determined by their needs for clinical and housing support. There will be home visits at least one time per month.
- Maintain contact at least once per month with the client’s housing property manager to provide an opportunity to be informed of any housing challenges. Provide client with skills training to understand their tenancy rights and fulfill their tenancy responsibilities as articulated in their lease.

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 and the ability to formulate critical thinking skills.
- Must have a valid California Driver License, a driving record acceptable by SVdP’s insurance company, and proof of personal vehicle insurance.
- Demonstrated ability to be empathic, understanding, and approachable
- Ability to mediate conflict resolution, crisis intervention and basic counseling skills
- Demonstrated ability to detect behavioral changes within clients that may indicate a future relapse or mental health crisis.
- Basic understanding of trauma and exploitation.
- Basic understanding of mental health diagnosis, symptoms, and treatments.
- Computer literate and able to communicate efficiently and quickly.



- Ability to adhere to ethical business practices by striving to perform in a manner that conforms to the highest standards of ethical behavior, integrity, honesty, and maintaining strict confidentiality of all agency and client related information.
- Professional demeanor, dependability, integrity, good judgment, and sense of humor.

Preferred but not required qualifications (we encourage all interested applicants to apply, regardless of whether you meet all of the listed qualifications):

- Two (2) years of experience in mental health treatment or substance abuse treatment, or related social service experience.
- Degree or work experience in psychology or social services background a plus.
- Experience working with unhoused individuals strongly preferred.
- Understanding of Co-occurring Disorders.
- Specialization in Alcohol and Drug Abuse Studies.

Work Environment

- The work environment is consistent with a social services environment requiring sensitivity to clients, volunteers, and visitors both indoors and outdoors.
- Travel independently and timely for work purposes.
- Maintain strict confidentiality of all agency and client-related information.
- Able to perform physically demanding tasks when assisting clients.
- Must be able to lift 25lbs, sit on floor and rise from floor, bend, stoop, reach, squat, and walk upstairs unassisted to access multiple workspaces.

Compensation and Benefits

- Compensation: \$30.00–\$32.69 per hour (\$62,400 – \$68,000 annual salary), depending on experience and qualifications.
- 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: hmejia@vinnies.org.