



Case Manager/Advocate (Part Time)

GRANDMA'S HOUSE OF HOPE

Organization: Grandma's House of Hope (GHH) empowers the invisible populations of Orange County. GHH is an Orange County-based nonprofit providing basic needs and enrichment services to women, children, and families living in extreme poverty and facing seemingly insurmountable barriers, including human trafficking, domestic violence, life-threatening illnesses, and severe mental health concerns. Our four programs – Rescued and Restored Women's Housing Program, Grandpa's House, Nana's Kidz, and HopeWorks serve more than 3,500 people each year. In our work, we value love and compassion, respect and acceptance, and honesty and integrity, and 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.

Position: The Case Manager position provides ongoing support and expertise through comprehensive assessment, planning, implementation and overall evaluation of individual Rescued and Restored Women's Housing Program participants' needs. The overall goal of the position is to enhance the quality of client management and satisfaction, to promote continuity of care and plan for a successful graduation into permanent housing. Position interacts exclusively with unaccompanied women who have experienced homelessness and other challenging situations.

Status: Part-time, 20-25 hours per week

Compensation: Commensurate with experience

Reports to: Housing Program Manager

Supervises: Case Management Interns, as appropriate

May require some travel throughout north Orange County

Must be able to pass background checks successfully upon hire and throughout employment

QUALIFICATIONS

Education/Experience

- Bachelor's degree in social work or related field required and/or
- Minimum two (2) years of case management or social work experience required.
- Experience interacting with people affected by homelessness, substance use disorder, chronic health and mental health challenges, domestic- and intimate-partner violence, and/or human trafficking, beneficial.
- Proven success motivating people toward positive change and leading groups.
- Knowledge of Orange County's nonprofit landscape, housing/shelter programs, and populations required.
- CPR and basic first aid certification required.

Other Skills

- Professional communication skills (verbal and written).
- Exceptional time management, organizational, planning, and coordination skills.

- Intermediate computer skills: position will utilize Google, project management software, and client information tracking software (HMIS).
- Ability to make independent decisions to achieve goals of the Housing Program and organization.
- Proven desire to support and work with an extremely diverse population without judgment or bias.
- Ability to communicate professionally in languages in addition to English is beneficial.

RESPONSIBILITIES

Primary Duties

- Case Manager (CM) shares accountability for the care, coordination and discharge planning of multiple complicated cases with adult women.
- Establishes short and long term goals with each client. Follows client progress to assure they are meeting their goals and records progress appropriately and professionally.
- Communicates with Housing Program Manager and other staff as needed to ensure client's well-being and ability to perform designed program goals. This will include discussing cases with Housing Program Manager and/or Community Leaders to ensure that client is completing program requirements.
- Coordinates the integration of social services/case management functions into the client care, and planning processes with other external service organizations, agencies and healthcare facilities.
- Mobilizes resources and interviews, as needed, to achieve expected goals within the desired timeframe. Ensure that client individual case plans are appropriate and necessary and are carried out within the established timeframe.
- Participates in the development and implementation of client care policies and protocols in order to provide advice and guidance in handling special cases or client needs.
- Serves as a client advocate as appropriate and necessary.
- Performs exit interviews and follow up procedures for clients who have left the program.
- Reports success stories, progress and statistics regularly and on request.
- Maintains and updates HMIS (Homeless Management Information System) records.
- Trains and supervises internship students.
- Other duties as assigned by the Housing Program Manager.

Secondary Duties

- Generate accurate reports on activities when requested.
- Attend meetings and events as assigned.
- Provide general support to the Housing Program Manager and designated staff as requested.
- Other duties as assigned.

PHYSICAL ACTIVITY

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.

Grandma's House of Hope has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not to be construed as an exhaustive list of all functions, responsibilities, skill and abilities. Additional functions and requirements may be assigned by management as deemed appropriate. This document does not represent a contract of employment, and reserves the right to change this job description and/or assign tasks for the employee to perform, as deemed appropriate

Grandma's House of Hope is an Equal Opportunity Employer.

HOW TO APPLY

Email cover letter and resume to: applications@grandmashouseofhope.org

Please include "Part Time Case Manager" in the subject line.