



JOB DESCRIPTION

Clinical Case Manager

Organization Overview:

Community Housing Partnership's mission is to help homeless people secure housing and become self-sufficient. Community Housing Partnership is an outcomes focused service organization that uses affordable, supportive housing as a platform for our intervention, in order to partner with our formerly homeless individual, senior and family residents to reach self-sufficiency, independence, and the ability to move beyond supportive housing and break the cycle of homelessness. At CHP, we believe that – given the right support – all people possess the capacity to achieve a high degree of self-sufficiency. Community Housing Partnership is financially stable with an annual operating budget of approximately \$31 million and a staff of nearly 300 employees.

Position Overview:

The Clinical Case Manager (CCM) is responsible for providing services for residents living in supportive housing primarily in the Tenderloin neighborhood of San Francisco. Clients, who are adults with histories of homelessness and mental health diagnoses, will be housed across multiple buildings in a scattered-site model within CHP properties. CCM's are part of the agency's Clinical Services team, carry a caseload of about 20-24 clients, provide approximately 22 hours per week of direct services, and work closely with site-based resident services staff.

Essential Functions:

- Provide clinical/intensive case management services to residents with complex behavioral health issues using a Harm Reduction framework to caseload of approximately fifteen residents, including assessments and plan creation and review
- Provide supportive counseling and psychoeducation to residents; provide specialty behavioral health treatment to residents who meet medical necessity per SF BHS
- Identify, develop linkages with, and coordinate access to community behavioral health services for residents; accompany residents as appropriate to community based appointments
- Advocate for residents to receive appropriate services in the community and ensure service follow-up
- Actively work with residents to address late rent notices, lease violations and other property management concerns
- Provide crisis intervention, conflict resolution and de-escalation services
- Facilitate 5150s (as needed)
- Conduct discharge planning for residents from inpatient and residential care environments and coordination with on-site resident services staff
- Facilitate intake/assessment upon move-in, participate in orienting resident to the building, and ensure that appropriate follow-up and/or referrals are complete and documented
- Promote a resident empowerment approach to CCM services
- Complete documentation per agency policy and ensure appropriate contract reporting, data collection, record keeping, and conduct chart reviews
- Attend weekly case conference meetings and other meetings as required or needed
- Provide training as needed to agency staff to improve clinical effectiveness
- Provide back-up coverage for other CCM's
- Other duties as assigned

Qualifications:

- Demonstrated ability in providing effective clinical services within a context of harm-reduction practices and voluntary services, and in-depth knowledge of harm reduction practices
- Demonstrated ability in providing case management and clinical treatment services to homeless individuals and families, especially those struggling with substance use and mental health issues
- Experience in engaging residents, crisis intervention, conflict resolution, and meeting facilitation

- Knowledge of supportive housing, housing first, trauma-informed, motivational interviewing and harm reduction principles
- Proven ability to navigate San Francisco's behavioral health care system and experience in advocating for access to services, including collaboration with other agencies
- Strong interest in doing social justice advocacy
- Excellent computer skills (Outlook, MS Word, Excel, Salesforce or other cloud based database)
- Strong written and verbal skills and the ability to communicate effectively with a diverse population of staff and residents
- Desired qualification: Possession of current 5150 card
- Desired qualification: Experience in organizing groups, group facilitation and group development
- Desired qualification: Fluency in Spanish/Mandarin/Cantonese/Russian a plus
- Valid phone number required

Physical Demands:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is regularly required to sit at their desk for long period, use hands to finger for computer keyboard input, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee frequently is required to talk or hear. The employee is occasionally required to stand; walk up and down stairs, climb or balance; and stoop, kneel, crouch, or crawl.
- The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision.
- Mobility to use standard office equipment, including computer, vision to read printed materials, and a computer screen, and hearing and speech to communicate in person and over the telephone.

Work Environment:

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- There are no unusual environmental conditions. Typically, the noise level in the work environment is usually moderately noisy.

Required Education, Credentials & Licensure:

- Master's degree in a behavioral science (social work, counseling, psychology)
- Licensed (LCSW, MFT, LPCC, or Ph.D.) or registered with CA Board of Behavioral Sciences as ASW, MFT intern, or PCCI.

Supervisory Responsibility:

- None; provide clinical consultation and training to agency staff
- Opportunity to supervise Master's level behavioral science interns

Position Details:

- Location: San Francisco, CA
- Rate: \$22.95
- Office hours: Full-time (40 hours per week), Non-Exempt, Monday-Friday 9-5 with some evening and weekend hours
- Union: This position is under the collective bargaining agreement with SEIU 1021
- Reports to: Clinical Services Manager

Compensation & Benefits:

Salary commensurate with experience. CHP provides an excellent benefits package including 100% employer paid employee health, dental, vision, life & disability insurance; commuter benefits, 403(b) investment opportunity; Employee Assistance Program, paid training, paid vacation, 13 paid holidays and sick time.

Equal Opportunity Employer:

Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records. Community Housing Partnership is an Equal Opportunity Employer without regard to formerly homeless people, race, color, creed, gender, gender expression, gender identity, religion, marital status, registered domestic partner status, sex (includes pregnancy, childbirth, breast feeding, and related medical conditions), sexual orientation, age, veteran status, national origin or ancestry, political affiliation, physical or mental disability, medical condition including genetic characteristics, or any other consideration made unlawful by federal, state, or local laws. Community Housing Partnership hiring policies require a background check for all applicants working directly with at-risk populations.

NAME

DATE

SIGNATURE