



JOB ANNOUNCEMENT

INTENSIVE CASE MANAGER - ROVING

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 Intensive Case Manager –Roving (ICM - Roving) is responsible for providing services for tenants living in supportive housing primarily in the Tenderloin neighborhood of San Francisco. Clients, who are adults with histories of chronic homelessness and mental health diagnoses, will be housed across multiple buildings in a scattered-site model within CHP properties. ICM's carry of a caseload of about 18-22 clients. ICM's work as part of a team with on-site support services staff and are part of the agency's Clinical Services team.

Essential Functions:

- Provide intensive case management services to tenants with complex behavioral health issues to increase self-sufficiency.
- Provide supportive counseling using Harm Reduction and Housing First principles.
- Coordinate with client placement agencies (i.e. FSPs) regarding client progress and challenges.
- Identify, develop linkages with, and coordinate access to services in the community and ensure active follow up occurs.
- Assist tenants to link with mental health, substance use, and community services including accompaniment to appointments.
- Actively work with clients to address lease violations and other property management concerns.
- Provide crisis intervention, conflict resolution and de-escalation services.
- Facilitate 5150s (as needed) and actively manage the discharge planning process.
- Promote a client empowerment approach to ICM services within a voluntary service model.
- Chart and document services provided.
- Provide backup coverage for other ICMs.
- Attend case conferences and other meetings as required or needed.
- Provide consultation and training as needed to staff to improve clinical effectiveness.
- Other duties as assigned.

Qualifications:

- Minimum two years' experience providing services to individuals with co-occurring issues.
- Demonstrated ability to provide effective clinical services within a context of harm-reduction practices and within a voluntary service model.
- Demonstrated ability in providing intensive case management services to formerly homeless individuals, especially those experiencing mental health and substance use issues.
- Experience in a multi-disciplinary setting and in working collaboratively with other providers within the San Francisco behavioral health care system.
- Experience in crisis intervention and conflict resolution.
- Experience in Harm Reduction, Housing First, Motivational Interviewing and trauma informed care.

- Strong written and verbal communication skills and ability to communicate effectively with a diverse population of staff and tenants.
- Strong clinical documentation skills –including MediCal billing.
- Experience in developing and facilitating groups.
- Strong administrative and computer skills (MS Word, Outlook, Excel).
- Ability to speak Spanish or another language spoken by Community Housing Partnership clients a plus.

Required Education, Credentials & Licensure:

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

Position Details:

Location: Various sites in Tenderloin

Rate: \$22.73

Office hours: 9am – 5pm M-F

Full-Time / Exempt status

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.

Application Process:

To apply for this position, please submit a cover letter and resume to: <http://www.chp-sf.org/about/apply-for-job-opportunities/>

Due to the number of applications we receive, we are only able to respond to candidates selected for interviews.

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.