



JOB ANNOUNCEMENT

Intensive Case Manager – Civic Center Hotel

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:

This Intensive Case Manager (ICM) position is responsible for providing behavioral health services, case management, provider coordination, and crisis intervention for a recently leased-up housing site and pilot project serving a mix of homeless clients under a Navigation Center model and tenants in rent stabilized units. The services provided include assisting clients in securing permanent housing, program retention, counseling, information and referral, crisis intervention, community organizing, case management and service planning. Services target clients who are homeless and have complex medical issues, mental health issues, and or/substance use. Services are provided within the context of harm reduction practices and a Housing First model. This position will carry a caseload of about 20-24 adults.

Responsibilities:

- Provide intensive case management services to tenants/clients with complex behavioral health issues.
- Work with clients to obtain permanent housing placements.
- Address program rule violations and other program retention concerns.
- Coordinate with referring agencies regarding progress and challenges.
- Identify, develop linkages with, and coordinate access to services in the community and ensure active follow up occurs.
- Provide linkages for mental health, substance use, and community services, including accompaniment to appointments.
- Provide supportive counseling using Harm Reduction and Housing First principles.
- Provide crisis intervention, conflict resolution and de-escalation services.
- Facilitate 5150s (as needed) and actively manage the hospital discharge planning process.
- Promote an empowerment approach to ICM services within a voluntary service model.
- Chart and document services provided.
- Provide backup coverage for other ICMs and Support Services staff.
- 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 clinical services to homeless or 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 and Housing First.
- Strong written and verbal communication skills and ability to communicate effectively with a diverse population.

- Strong clinical documentation skills.
- Experience in developing and facilitating groups.
- Strong administrative and computer skills (MS Word, Outlook, Excel).
- Must be able to move, bend, lift, carry, push, pull, and place objects weighing up to 25 pounds without assistance. Stand, walk or sit for an extended period or for an entire work shift. Requires repetitive motion, including utilizing telephone/computer for an extended period or for an entire shift.
- Desired qualification: Fluency in Spanish/Mandarin/Cantonese/Russian a plus.

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, or Ph.D.) or registered with CA Board of Behavioral Sciences as ASW or MFT intern.

Position Details:

- Location: Tenderloin neighborhood, San Francisco
- Work Hours: Full-time (40 hours per week), Non-Exempt, Monday-Friday with some evening and weekend hours required.
- Starting Pay: \$22.73/hr. + possible bi-lingual premium
- Reports to: Clinical Services Manager or Clinical Services Director

Compensation & Benefits:

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:

Application Process:

To apply for this position, please submit a cover letter and resume by visiting:

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

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, religion, marital status, registered domestic partner status, sexual orientation, age, national origin or ancestry, 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.