



Gathering for Women · Monterey

Casa de Noche Buena Case Manager – Part time

This position is based at Casa de Noche Buena (CDNB) in Seaside, CA, and Gathering for Women (GFW)'s Day Center in Monterey, CA. The position is under the supervision of the Case Manager/Navigator. GFW is seeking a caring, flexible, highly organized Case Manager, who has excellent communication skills, and enjoys working with a variety of people, to provide case management to Casa de Noche Buena shelter guests on a part-time (25 hours/week). The Case Manager provides screenings, assessments, advocacy and ongoing case management for women who are homeless. Provides support services such as information and referral, goal setting, problem solving and linkages to any needed wrap around services as guests seek stable housing. Assists in shelter operations as assigned.

Major Duties and Responsibilities may include, but are not limited to:

- Assess guests for Coordinated Entry into housing using VI-SPDAT.
- Assess guests' needs using The Matrix tool at entry and exit.
- Assists guests with check-in process, meal service, mail distribution and other shelter activities and schedules.
- Meets with guests on a regular basis, but at least weekly, to monitor guest progress in meeting their goals and objectives.
- Documents case plan, case management sessions and guest progress in guest files.
- Provides guests with incentives to participate in case management and shelter activities.
- Enters thorough and accurate data into HMIS on a timely basis.
- Provides housing navigation services to guests to connect them with affordable housing options, Section 8 vouchers, rental assistance, rapid re-housing, and other housing resources.
- Provides guests with information and referrals to ancillary services that help clients meet goals, including mental health, substance abuse and family safety net services.
- Arranges "warm handoffs" to other service providers when appropriate.
- Coordinates school enrollment and other academic support for homeless youth with schools' McKinney-Vento Coordinator.
- Works with Social Services to obtain food stamps and other mainstream benefits for guests.
- Assist shelter PO in creating shelter policies and procedures.
- Maintains confidentiality when dealing with guest and staff matters.
- Provides transportation to and from shelter using shelter van on occasion if the guest is unable to get to an appointment on her own.
- Provides accurate program information for individuals inquiring about admission.
- Assists with community outreach.
- Develops and maintains good relations with guests and other community service providers.
- Meets regularly with the Program Coordinator and Case Manager/Navigator regarding case management issues and developments.
- Generates documents, reports, correspondence and presentations; completes data entry utilizing a variety of computer software including Penelope Case Management Software,

Community Software Group, Active Referral Network and Homeless Management Information System.

- Proven ability to be flexible and to work in a fast-changing environment.
- Other duties as assigned

Work Environment: Typical work schedule is 25 hours a week, spread over the course of a Monday through Friday workweek, during daytime hours. Work hours may vary.

Work schedule may include evenings, weekends, or holidays on occasion. Office environment is working with staff, volunteers and guests who are primarily homeless women. This role routinely uses standard office equipment such as computers, phones, photocopiers, and filing cabinets.

The Case Manager may also work in the field, working with Casa's guests and outside agencies. The Case Manager will be required to drive in connection with case management, navigation services, and coordination with other agencies. Although this is primarily a sedentary position, the Case Manager may be required to stand, walk (up and down stairs), stoop, and bend continually throughout the workday. Occasionally, the Case Manager may be called on to lift up to 50 lbs.

Qualifications:

The ideal candidate will possess proven ability or accomplishment in the following:

- Demonstrated success with the duties listed in the description of major duties and responsibilities section.
- Outstanding case management skills.
- Knowledge of the needs of homeless populations (with knowledge of the needs of local homeless women a plus).
- Excellent computer skills and fluency in MS Office (Word, Excel, PowerPoint), and Outlook, and a willingness and ability to learn additional databases.
- Experience working with Homeless Management Information System or a similar data management system preferred.
- Exemplary and compassionate customer service skills.
- Excellent oral and written communication skills.
- Effective interpersonal and relationship building skills.
- Ability to partner and communicate with a variety of internal and external contacts.
- Excellent planning, organizational, time and project management skills.
- Strong reasoning, analytic thinking and problem solving skills and experience.
- Excellent attention to detail.
- Multi-tasking skills; flexibility.
- Ability to manage work assignments independently.
- Ability to maintain confidentiality and great work ethic.
- Ability to take initiative to accept new assignments and challenges.
- Experience working effectively in both independent and team situations.

Education and Experience: A Bachelor's Degree in the Human Services field, plus two years of related experience, or the equivalent combination of education and experience A passion for the mission are required. Prior experience working with a non-profit and/or with vulnerable populations is strongly desired.

Background and Licensing: Must possess a valid California driver's license and auto insurance. Additionally, employment with GFW is subject to a background check (fingerprinting).

Salary: \$20-\$22 (DOE) per hour, paid biweekly. This is a non-exempt position.

Please submit thoughtful cover letter and resume to Staci Alziebler-Perkins at ed@gatheringforwomen.org. Applications reviewed on a rolling basis. No phone calls, please.