

Case Manager

Location: Pasadena

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Hours: Full-Time; Swing Shift (3 day shifts [8am-4:30pm] & 2 evening shifts [2pm-10:30pm] per week)



SUMMARY

The Case Manager reports to the Program Manager and focuses on the practical, tangible challenges in the lives of our families (gaining employment and sustainable income, growing savings through budgeting, obtaining affordable child care, planning for future education, eliminating legal and financial hardships, etc.). Within this position, the Case Manager will have a focus on working with families who have experienced domestic violence as well as homelessness. This person exemplifies Door of Hope's core values: Christ-Centered, Holistic, Compassionate, Relational, and doing all things with Excellence.

RESPONSIBILITIES

- Develop and supervise case management plans for families; track goals and progress by conducting weekly meetings with families
- Establish a realistic budget with families and monitor their financial behavior
- Support the Program Manager in implementation and development of rules, forms, and overall direction of the program
- Serve as key communication point between families and staff
- Upholds program policies and holds families accountable for their compliance
- Coordinate and conduct intakes with new families
- Orient new families to program
- Use HMIS system to maintain all documentation
- Provide crisis intervention, referrals, and accompany families to law enforcement and social service appointments; serve as advocate for residents as needed
- Build and maintain strong relationships with different agencies regarding the needs and services of families (child care, employment, legal, SSI, DPSS, health)
- Attend and assist in weekly house meetings and special programs
- Oversee room inspections and document program infractions; communicate infractions to specific family
- Provide house coverage and oversee house management duties
- Perform any other task necessary to support the mission of Door of Hope

QUALIFICATIONS

- Bachelor's in Social Work, strongly preferred
- MSW, strongly preferred
- Domestic violence certificate, coursework, and/or 1-3 years field experience preferred
- 1-3 years of experience in case management, strongly preferred
- Strong character reflecting Door of Hope's Core Values
- Preferred familiarity with recovery models such as 12-step programs
- Bilingual Spanish, strongly preferred