



## **Case Manager, Homelessness Prevention** **Full-Time, Non-Exempt**

Are you interested in making a difference in the lives of families facing homelessness? Are you searching for not just a job, but a calling? Door of Hope, a Christian, faith-based nonprofit that empowers families facing homelessness to transform their lives, is hiring a Case Manager to be part of our life-changing work.

As a Case Manager you will work with families in our Homelessness Prevention Program. You will empower families to retain housing, overcoming the practical, tangible challenges they face in their daily lives, such as gaining employment/sustainable income, growing savings, planning for the future by pursuing education, and eliminating legal and financial hardships. You will build a culture that includes safety and security for families, creating a positive environment that fosters healing for the whole family unit. You will support and encourage families as they pursue their goals through providing case planning, advocacy, and by sharing local resources.

**Schedule:** 40 hours/week; Mondays work from home, Tuesdays-Fridays in office from Pasadena

### **Responsibilities**

- Meet with families to create individualized case management plans; track goals and progress by conducting case management meetings
- Assess families for homelessness risk by conducting intakes and providing housing counseling and search assistance, financial management training, landlord-tenant mediation, paraprofessional counseling, and direct financial assistance to the landlord to ensure housing stability
- Support the Program Manager in implementation and development of program guidelines
- Build and maintain strong relationships with different agencies regarding the needs and services of families (i.e., housing rights, homelessness prevention, employment, legal, DPSS, mental health)
- Provide housing stabilization services to ensure that families maintain housing, including collaborating with other service providers, and following through on referrals for other needed services
- Advocate for families at court appointments, government agencies, schools, and supportive service agencies as needed
- Use Apricot system to maintain all documentation
- Perform any other task necessary to support the mission of Door of Hope

### **Qualifications**

- BA in social work or related field or 2-years of equivalent social services experience
- Bilingual Spanish strongly preferred
- 1 year experience in case management strongly preferred
- Knowledge of homeless services and resources preferred
- Must be a self-starter, highly organized, and capable of thriving in a fast-paced environment
- Valid driver's license and reliable transportation required

**Character** (Do you embody Door of Hope's four core values?)

- **Christ-centered**, expressed through:
  - **Faith:** We have an active and personal relationship with Jesus Christ.
  - **Calling:** Out of a sense of calling, we go above and beyond to meet our mission.
  - **Character:** We demonstrate the character of Christ toward colleagues and families.
- **Empowering**, expressed through:

- **Trust:** We trust one another, believe in one another, and give each other the freedom to take risks. (Mistakes are learning opportunities.)
- **Accountability:** We nurture God-given strengths through coaching and accountability.
- **Holistic**, expressed through:
  - **Whole Person:** Our emotional, spiritual and personal well-being matter to one another.
  - **Whole Organization:** We are on one team with one mission. (We don't do silos.)
- **Relationship**, expressed through:
  - **Family:** We love, celebrate, and pray with one another.
  - **Reconciliation:** We manage conflict, practice vulnerability, and pursue diversity with honesty and grace.

*\*\*To apply, send your resume and brief cover letter to [jobs@doorofhope.us](mailto:jobs@doorofhope.us). In your cover letter, please explain 1) your understanding of Door of Hope's mission and faith-based nature and 2) why you are the perfect fit for this opening. \*\**