



Case Manager (Spanish-Speaking)

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 empower families to overcome the practical, tangible challenges they face in their daily lives, such as gaining employment/sustainable income, growing savings, obtaining affordable childcare, planning for the future by pursuing education, and eliminating legal and financial hardships. You will build a culture of safety and security for families fleeing domestic violence, 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

- Monday-Friday, 40 hours/week
- Swing shift: 3 day shifts (7am-3:30pm) + 2 evening shifts (2pm-10:30pm) per week

Responsibilities

- Manage a caseload of up to ten families
- Participate in regular case conference, staff meetings, trainings and supervision meetings
- Coordinate and conduct and orient new families to program
- Develop and supervise case management plans for families; track goals and progress by conducting weekly meetings with families
 - Create safety plans, performing safety transfers as needed
 - Establish a realistic budget and monitor financial behavior
 - Assist families in pursuing educational programs for long-term income development
 - Build and maintain strong relationships with relevant agencies (childcare, employment, legal, SSI, DPSS, health)
 - Provide crisis intervention, referrals, and accompany families to law enforcement and social service appointments; serve as an advocate for residents as needed
- Support the Program Manager in implementation and development of program guidelines
- Serve as key liaison between families and staff
- Uphold program policies and hold families accountable to their case plans
- Use Apricot system to maintain all documentation
- Attend and assist in weekly house meetings and special programs
- Oversee room inspections, document & communicate program 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 or equivalent experience, strongly preferred
- Bilingual Spanish, required
- 3-5 years of experience in case management, strongly preferred

- Domestic violence certificate, coursework, and/or 3-5 years of experience with DV cases, preferred
- Knowledgeable about services for families experiencing homelessness throughout Los Angeles County, strongly preferred

Compensation & Benefits

- Expected compensation: \$22/hour to \$26/hour depending on experience
- Competitive benefits package including:
 - Paid PTO: 12 sick days, 12 holidays, 10 vacation days (increases over tenure), 5 jury duty days, up to 5 bereavement days
 - Health Insurance: we cover 100% of your premium on our Kaiser Gold HMO, Cigna Oscar Silver EPO, and Anthem Silver PPO plans
 - 403(b): 3% dollar-for-dollar match

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. 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.