



## JOB DESCRIPTION

## CASE MANAGER

**TITLE:** Case Manager  
**REPORTS TO:** Program Director  
**DEPARTMENT:** Programs

**EXEMPTION STATUS:** Non-Exempt  
**LOCATION:** Morningside  
**PREPARED:** June 2024

## JOB SUMMARY:

Provides case management services to unhoused and at-risk families in order to assist them in identifying and utilizing needed supportive services that will empower them to become independent and self-sufficient.

## ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Responsible for overall case management services for unhoused and at-risk families
2. Check the shelter hotline up to 5 times a week
3. Follow up with referrals
4. Conduct phone interviews with new families
5. Participate in entrance and exit interviews for families
6. Create and oversee a case management plan for each family
7. Meet weekly with adult residents of the shelter
8. Record case notes on each family weekly
9. Complete monthly service log
10. Monitor families in the program to ensure that guidelines of the program are followed
11. Provide resources to the families including childcare, counseling, legal assistance and budgeting.
12. Coordinate apartment night checks with the Resident Manager
13. Work in partnership with Youth and Career Development Coordinators.
14. Coordinate movement of families to permanent housing
15. Set up weekly parenting classes for the residents and graduates
16. Meet regularly with families in the graduate program to provide budgeting resources, job retention, counseling and any additional services as needed
17. Oversee HMIS and enter data on each family regularly
18. Attend weekly staff meetings
19. Use initiative in assessing and responding to shelter's changing needs
20. Participate in community meetings
21. Maintain a high level of communication and relationships with Thomas House Board, committees and staff
22. Performs other duties and projects as assigned.

## EDUCATION, EXPERIENCE AND/OR LICENSES:

- Four-year college or university program degree or certificate; or two to four years related experience and/or training; or equivalent combination of education and experience.
- Bilingual English/Spanish preferred
- Proven ability to effectively manage client relationships.
- Must present a valid CA driver's license, and evidence of vehicle insurance and good DMV driving record.
- Must pass full background check clearance from the FBI and the State of California.

*The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of employees assigned to this job.*



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### **Compensation:**

\$24.00- \$26.00 per hour. This full-time position is eligible for medical, dental, and vision coverage up to 100% coverage on a base plan for the employee as well as generous paid holiday, sick, and vacation leave. A 401k retirement savings plan is available after eligibility period. Life insurance and additional supplemental benefits are also offered. Public Service Loan Forgiveness Program eligibility by working at Thomas House.

### **APPLICATION PROCESS:**

Submit resume and salary history to [Info@ThomasHouseShelter.org](mailto:Info@ThomasHouseShelter.org) . You will be contacted should you be selected for an interview. No calls, please.

For more information about Thomas House, visit [www.ThomasHouseShelter.org](http://www.ThomasHouseShelter.org)

### **SUPERVISORY RESPONSIBILITIES:**

Does this position have supervisory responsibilities? Yes: \_\_\_\_ No:  x

Are there subordinate supervisors reporting to this job? Yes: \_\_\_\_ No:  x

Are there employees reporting to this position? Yes: \_\_\_\_ No:  x

What is the total number or employees who report to this position?  0



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**PHYSICAL DEMANDS:**

Physical Requirement	Continually (every day)	Frequently (2-3 times per week)	Occasionally (2-3 times per month)	Rarely (less than one time per month)	Never
Seeing	X				
Hearing	X				
Stooping/bending		X			
Moving around the office	X				
Driving			X		
Speaking	X				
Lifting/carrying heavy items (up to 10 pounds)			X		
Standing for long periods		X			
Working outside			X		
Using hands/fingers	X				
Reaching/overhead			X		

**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. The environment is an indoor office environment reasonably clean, well-lit and ventilated. Generally, little or no probability of injury or health impairment due to physical hazards and the noise level is moderate with normal business office machines and light to moderate foot traffic.

**CONFIDENTIAL DATA:**

This position may be exposed to confidential information about the company, our customers and other employees on a regular basis. Disclosure of such information to any outside party in a business or social context can seriously impact the company, and may jeopardize the relationship of trust we enjoy with our customers. Please refer to the Employee Handbook for additional guidelines regarding the protection of confidential data.

**Management reserves the right to change this job description and standard ratings at any time according to business needs.**

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Employee Name

\_\_\_\_\_  
(Print)

\_\_\_\_\_  
Date



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Approval Level	Name	Signature	Date
Executive Director	Shakoya Green Long		

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