



## Bessie Coleman Court Clinical Case Manager

*Building Futures with Women and Children is an Alameda County leader, based in San Leandro, providing a safety net of services to help individuals and families rebuild safe and stable lives after homelessness and family violence. To accomplish this aim, the agency provides a continuum of care including two homeless shelters; a domestic violence safe house; a full spectrum of domestic violence outreach services; a transitional and permanent housing site; and rapid rehousing programs which serves target populations including military veterans, families reuniting after CPS involvement, survivors of domestic violence and others.*

### CLINICAL CASE MANAGER

#### Position Summary:

This position is responsible for assisting Bessie Coleman Court resident-clients with thriving in their community. Case Managers achieve this by assisting clients with becoming self-sufficient, independent, with limited resources. Our program at Bessie Coleman Court seeks case managers that are capable, consistent and reliable and passionate about helping individuals and families access services that will enhance their lives. The approach to case management services that will employ at Bessie Coleman Court is a key force in developing and supporting our communities where clients feel welcomed and encouraged to participate in services and activities offered by the organization. Case managers are a part of a collaborative service team working toward the goal of ensuring the success of its clients in Alameda County.

#### Essential Duties and Responsibilities:

- Provides clinical case management, assessment and referral services to all resident clients at Bessie Coleman Court, with a particular focus on providing services that are culturally and trauma-informed, as well as client-centered.
- Assist clients with securing the full range of social services available to individuals and families, while providing as needed crisis interventions and de-escalation services.
- Maintains accurate and timely documentation on all resident demographics, issues, requests, statistics, incidents, program attendance, interactions and outcomes through online services software.
- Monitors, documents and helps clients prevent and manage cognitive, emotional and physical health conditions and assist clients by coordinating care with other service providers.
- Assist clients with evaluating and assessing underdeveloped psychosocial or life skills that contribute to housing stability and overall wellness

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## **Bessie Coleman Court Clinical Case Manager**

- Design, implement, facilitate and encourage participation via outreach of weekly supportive housing groups that address client's psychosocial needs and opportunities for enhancing critical life skills.
- Meets consistently and routinely with assigned clients for supportive services, includes co-creating a case plan, providing emotional support and counseling, making home visits, and other tasks/assignments as needed.
- Maintains client confidentiality and professional boundaries with the client population according to guidelines and supervision, and accurately reports incidents of abuse and neglect to Adult and Child Protective Services as mandated by law.
- Exercises good judgement and objectivity, based on analysis, evaluation, and risk assessment in determining what to handle without help, and when to ask for guidance of help in prioritizing from supervisor.
- Communicates consistently and constructively with Property Management staff, on behalf of the program and clients.
- Other duties as assigned, including administrative tasks.

### **Qualifications:**

- Bachelor's Degree in Social Work, Psychology, Public Health, or related Human Services field of the equivalent professional background is preferred.
- Minimum of 2 years of Case Management experience or training, including familiarity with the four-models of case management is strongly preferred.
- Must be sensitive to the needs and concerns of the clients.
- Knowledge of Alameda County resources and social services for the homeless, victims of domestic violence and underserved populations is strongly preferred.
- Must be able to work independently, think critically, creatively problem solve, and manage time effectively.
- Strong written and oral communication skills required.
- Community networking skills, knowledge of civic engagement and intergenerational program activities is a plus.
- Domestic Violence Counselor Training Certification preferred or the ability to obtain certification soon after hire.
- Proficient in MS Office and experience with database reporting.
- Ability to conduct educational and/or support housing group meetings.

**Work Environment and Physical Requirements:** The work environment characteristics and physical requirements 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 following essential functions.

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- Lift, push, pull up to 25 lbs. occasionally.
- Walk indoors for extended periods of time.
- Walk Outdoors for extended periods of time.
- Sitting in office environment for extended periods of time.
- Occasional climbing up and down stairs.
- Emergency situations, sometimes requiring assistance of outside authorities.
- This position will frequently travel to other shelter sites and/or Building Futures' administrative offices.

**Notice:** *This description is to be used as a guide only. It does not constitute a contract, commitment or promise of any kind. Building Futures reserves the right to change, add, delete, upgrade or downgrade the position as dictated by business necessity at any time with or without notice.*

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