



Homeless Outreach Case Manager

Position Summary:

The Marin Homeless Outreach Team (HOT) is an innovative new program in Marin County focused on housing chronically homeless individuals through individual-focused outreach and engagement and a collaboration of public and private organizations. Our homeless outreach case manager is the key point of contact with clients and is responsible for developing strategies for engaging clients on the streets and developing a path to housing with the support of HOT partners. Much of the work, from initial outreach and engagement through housing, is performed with clients on the street. A HOT case manager must be an energetic self-starter, passionate about helping homeless individuals, have excellent communication skills, be attentive to detail and relentless in driving towards outcomes.

The ideal candidate will be familiar and comfortable with homeless individuals and street culture and will demonstrate an ability to establish trusting, hopeful relationships with these individuals.

The HOT case manager reports to the HOT Program Director and is part of the St. Vincent de Paul Society of Marin County, which is the agency administering the program. Salary and Benefits: \$65,000 per year plus excellent benefits package, including health insurance.

Duties and Responsibilities include but are not limited to:

- 1) Provide respectful engagement to adults with histories of chronic homelessness, serious psychiatric disabilities and co-occurring substance use disorders.
- 2) Work with other HOT partners to develop strategies that help encourage homeless individuals to take steps leading ultimately to housing.
- 3) Lead service coordination for HOT clients including assuming primary responsibility for developing and implementing goals and plans for each client in collaboration with the client and the team, providing clients with support, guidance and encouragement on his/her journey to housing.
- 4) Proactively engage clients on the street, trying out-of-the-box ways of reaching clients who have been living on the street for many years and who may have significant trust, mental health and substance use issues.
- 5) Act as liaison to and consult with HOT partners and community agencies and programs to maintain coordination in the treatment process.
- 6) Help with paper work needed to place clients with vouchers into housing.
- 7) Document engagement and case notes for each client.

- 8) Help clients adjust to life in housing, including but not limited to engaging clients around goals and aspirations, life skills, hobbies, and other activities that may be needed during the adjustment to housing.
- 9) Work with the Program Director and the HOT steering committee to develop best practices that can be replicated with other clients.
- 10) Drive clients as needed to appointments as needed
- 11) Coordinate with outside inpatient services and establish linkage to outpatient treatment and self-help programs.
- 12) All other duties as assigned by supervisor.

Candidate Qualifications

We are looking for a person who has a can-do attitude, is passionate about engaging chronically homeless individuals and has experience with this population. We would prefer to have someone who can work Tuesdays – Saturdays but this is not necessarily a requirement if we find the right person.

- Skills and competence to establish supportive, respectful, trusting relationships with persons with histories of homelessness, severe and persistent mental illnesses and co-occurring serious substance use disorders.
- Strong commitment to the right and ability of each person with a severe and persistent mental illness to live in normal community residences; work in market jobs; and have access to helpful, adequate, competent and continuous support and services.
- Excellent verbal, written, and interpersonal communication skills.
- Must have a valid California Driver License, a driving record acceptable by the Agency's insurance company, and proof of personal vehicle insurance.
- Must be able to meet the Immigration Reform Act of 1986 requirements.

Qualifications in the following are ideal but not required

- Specialization in Alcohol and Drug Abuse Studies
- Three years (3) experience in mental health treatment or substance abuse treatment, or related social service experience.
- Dual mental health and substance use recovery competency.

Contact

For questions about the position or to submit your resume, please contact:
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