



# CSS Housing Case Manager

## Job Description

### About North Marin Community Services

North Marin Community Services (NMCS) is the anchor human service non-profit serving Novato/North Marin for the past 51 years. Our mission is to empower youth, adults, and families in our diverse community to achieve well-being, growth, and success; we envision a strong community with opportunities for all. A trusted community resource, our quality programs are grounded in stability, expertise, and commitment to effectively address the changing needs of our community. Recognized for our leadership and program excellence, we provide vital resources, educational opportunities, and economic support to individuals and families in our community. Whether in the form of short-term assistance or long-term intensive partnership, our interconnected services work together to encourage success at home, at school, and in life to over 10,000 people annually. Join an organization dedicated to providing a supportive and professional working environment. Located in beautiful Novato/Marin County/CA, our workplace culture is driven by our five values: teamwork and collaboration, equity, excellence, integrity, and learning and continuous improvement.

### Most Recent Update: Job Title:

2/29/2024

Community Support Services (CSS) Housing Case Manager

### Status:

Full-time, hourly non-exempt position. Schedule Mondays – Fridays. Hybrid schedule possible in accordance with NMCS policy and manager approval.

### Reports to:

Community Support Services (CSS) Manager

### Purpose:

Provide screening, assessment, intensive case management, and life skills education to support youth, adults, and families at NMCS and in the community through our community supports department and CalAIM. This position includes working collaboratively with internal and external partners to ensure that program participants are connected with all available resources with a focus on housing and positive health outcomes. This position is also responsible for determining program participant eligibility. Day-to-day functions of this job may consist of home/community visits and office work (the percentage of each may vary week to week).

### Essential Functions:

- Provide comprehensive case management services as part of the CSS team, including:
  - Intake assessment for CalAIM services (Community Supports and Enhanced Care Management), program enrollment, developing comprehensive care plans and housing goals, and management of caseload.
  - Care coordination of all participants on caseload with an emphasis on improving stability and health outcomes. Assist participants with primary care and mental health services as needed.
  - Enrollment and eligibility for public benefits such as Medi-Cal, General Relief/CalFresh, Social Security/CAPI, and housing subsidies.
  - Connecting program participants to emergency rental/deposit assistance, as appropriate; provide financial literacy and education as needed. Partner with local agencies for financial assistance.
  - Providing linkages to resources, advocacy, education (financial and other), and referrals to community resources in a seamless and integrated manner.
- Participate in program planning and evaluation activities.
- Enroll, refer, and support participants in new NMCS programs and funding streams; including but not limited to all NMCS supported programs: CalAIM, Coordinated Entry, and other prospective programs.
- Empower youth, adults, and families in our diverse community to achieve well-being, growth, and success.
- Assist other NMCS departments and programs with case management needs.
- Input and maintain documentation in an electronic records database and ensure that all paperwork and charting requirements/reports are completed correctly and submitted on time and meet CalAIM requirements.

**North Marin Community Services**

**For more information about our agency or our programs, visit [www.northmarincs.org](http://www.northmarincs.org)**

- Develop strong collaborative relationships and participate in agency meetings, inter-agency meetings, case consultation, NMCS assigned trainings, and other activities as needed.
- Participate in collaborative agency network meetings.
- Be a strong ambassador for the agency including knowing and adhering to the agency's mission, values, and programs; referring program participants; and engaging volunteers and donors when possible.
- Maintain current CPR and First Aid Certification (willing to send to training).
- Job includes home visits with participants, which includes driving, sitting, standing and may include walking up and down stairs. May include lifting small items of up to 25 lbs.
- Additional duties as assigned

**Qualifications:**

Required Qualifications:

- Fluent in English and Spanish, both written and spoken
- Four years of experience providing case management or service coordination to community members in need with a focus on low-income, BIPOC marginalized communities.
- Strong communication skills, time management, organization, and attention to detail
- Ability to track multiple participants with various needs and various stages of growth, including tracking progress in assigned databases.
- Experience working with individuals and families who are homeless or in precarious housing situations.
- Problem-solving skills: Think critically and clearly about participant situations to set goals and find solutions.
- Knowledge of trauma informed practices, harm reduction, and Housing First models.
- Must demonstrate good judgment and possess conflict resolution skills.
- Proficient in Microsoft Office, including Word and Excel
- Valid Class C driver's license and ability to pass a DMV Motor Vehicle Record (MVR) check; personal vehicle for home visits (eligible for mileage reimbursement).

Preferred Qualifications:

- Knowledge of Marin County resources and partner agencies
- Apricot Social Solutions (electronic records database) experience
- Bachelor's degree in a related field and two years of case management experience

Conditions of Hire:

- Fully vaccinated against COVID-19 unless granted a medical or religious exemption.
- Pre-employment health exam including proof of vaccinations and TB test clearance.
- Criminal record clearance or exemption from California Department of Social Services. All convictions other than minor traffic violations require an exemption, including convictions that have been expunged.

**To Apply:**

Please visit <https://www.northmarincs.org/careers-internships/>