

## **UNITY VILLAGE CASE MANAGER**

**Reports to:** Community Support & Housing Programs Director

**Location:** Ford Street Project  
139 Ford Street, Ukiah, CA 95482

**Hours:** Full time > 32 hours

**Benefits:** Wage Range \$17-19/hour. Sick pay and holiday pay, double time for holidays worked, Relias professional development trainings, and a 403(b)-retirement account. Benefits included for full time employees medical, dental, vision, life insurance, AFLAC plans available (out of pocket), and vacation.

**Supervises:** none

**Overview:** The Unity Village Case Manager provides case management, including housing case management, to clients referred by outside community partners, under the direction of the Community Support & Housing Programs Director.

### **The Essential Functions of the position include, but are not limited to:**

- Ensure that a safe, secure, and welcoming environment is provided by maintaining safety protocols
- Foster a supportive environment and model appropriate behaviors to build a supportive community
- Interact with coworkers, clients, guests, and community partners in a respectful and professional manner
- Provide individual and group activities to increase the opportunity for clients/guests to improve their physical, mental, and emotional wellbeing and recovery
- Coordinate with other FSP operated services (e.g., Ukiah Recovery Center)
- Fill-in for the receptionist as directed by Director
- Write initial service plan in collaboration with clients/guests that will maximize their ability to move toward sustainable self-sufficiency
- Provide service coordination to clients/guests assigned and monitor progress through one-on-one meetings, informal check-ins, and other means
- Assess clients/guests for relevant programs by ensuring at time of intake that clients meet eligibility requirements for Coordinated Entry, Permanent Supportive Housing, Transitional Housing, Rapid Rehousing and/or other homeless programs
- Utilize HMIS and/or local database to enter client/guest data
- Attend and participate in case conferencing meetings, staff meetings and related trainings as scheduled
- Provide information and referrals for clients/guests eligible for other services in the greater Ukiah area and Mendocino County
- Work closely with other community service providers to facilitate determination of client/guest eligibility for other appropriate services

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- Maintain good working relationships with other service providers and agencies
- Maintain client confidentiality
- Maintain records/logs (inventory, incident reports, client logs) as necessary
- Enforce and follow program rules and standards
- Facilitate resolution of client concerns and conflicts
- Monitor safety and security of facility/clients/guests, including exterior areas
- Follow protocol in response to crisis intervention and emergencies
- Keep current on First Aid/CPR certification
- Facilitate various workshops at the UV campus (Triple P, Life Skills/Welfare to Work)
- Other duties as assigned

### Minimum Qualifications:

- Regular and reliable attendance
- Meeting the established performance standards
- Ability to interact cordially with co-workers to accomplish common tasks
- Ability to function under highly stressful circumstances
- Working knowledge of equipment necessary for proper function of areas involved.
- Ability to communicate effectively both orally and in writing
- Ability to understand and carry out oral and written instructions and request clarification when needed
- Maintain professional attitude
- Possess computer skills including ability to use Microsoft software, Relias, and internet
- Adapt to and plan for changes in assignment and in the work environment
- California driver's license, agency auto insurability, full range of peripheral vision to drive an agency vehicle, if applicable

**Physical Abilities:** Position requires that staff stay awake and alert for the whole shift. While performing the essential functions of this job the employee is regularly required to stand, walk, and sit for an hour or more, bend at the waist frequently and use hands, speak, and hear and push, pull, move, or lift above and below the neck objects weighing up to thirty (30) pounds. Some functions of this job the employee is occasionally required to lift and move up to 30 pounds. The ability to provide responses in medical emergencies including CPR and First Aid.

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New Employee Signature

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Date