



Program: The Lofts

Title: Case Manager (CM)

Status: Full Time

Salary: \$18 - \$22, commensurate with experience/education

Program Description: Located at 3808 El Cajon Blvd, The Lofts at Normal Heights is a new affordable housing complex for homeless Veterans in San Diego. Alpha Project provides essential wrap-around supportive services for the residents of The Lofts, which includes 52 affordable rental apartments and one manager's unit.

Job Description: The Case Manager, under direct supervision of the Program Manager/Program Director, will be responsible for case management and accessing support services. The Case Manager will possess a strong ability to communicate orally and in writing. The Case Manager will work collaboratively with residents, staff, providers, and guests to create opportunities and enhancements to The Lofts.

Responsibilities: The primary responsibilities will include and focus on:

- ❖ Complete assessments and intakes on each client;
- ❖ Advocate;
- ❖ Enter information into CES and HMIS;
- ❖ Maintain client confidentiality and appropriate trainings;
- ❖ Coordinate, broker, and schedule appropriate client services with external - medical, dental, legal, housing, counseling, vocational training, continued education, and social/recreational activities to meet client's needs and goals;
- ❖ Assist/maintain appropriate documentation regarding client's progress, services received and special incidents in individual resident case files;
- ❖ Case Management;
- ❖ As needed, assist/locate alternate affordable housing; provide ongoing support to ensure retention;
- ❖ Assist with credit repair, budgeting, and job search if needed;
- ❖ Attend all required meetings;
- ❖ Assess participant needs exit of program, coordinate support services;
- ❖ Document and report incidents and daily activities as instructed;
- ❖ Make proper referrals to available resources, programs, and services;
- ❖ Assist with operation including meal services, maintenance, and activities;
- ❖ Perform other duties as assigned by the Program Director/ Program Manager.

Qualifications: The Case Manager will possess these minimum qualifications:

- ❖ Three (3) years' experience working with target population, preferred;
- ❖ Two (2) years' experience in Case Management;
- ❖ Knowledgeable of Microsoft Office (Outlook, Word, Excel) and Service Point;
- ❖ Veterans Encouraged;
- ❖ BA/BS and/or equivalent experience preferred;
- ❖ Bilingual speakers encouraged;
- ❖ Peer Support individuals, encouraged;
- ❖ Experience with HMIS and CES, preferred;
- ❖ Knowledgeable on Housing First, Low Barrier, and Harm Reduction principals, preferred;
- ❖ Experience with Motivational Interviewing, Trauma Informed Care, and Crisis Intervention, preferred.