



## **JOB ANNOUNCEMENT**

*Bill Wilson Center is a nationally and regionally recognized leader for providing services to at-risk youth and families. Our agency -- from our executive team to our line staff -- is committed to improving the lives and conditions of the people we serve. We provide direct services to more than 3,500 children, youth, young adults and families in Santa Clara County. BWC provides services that meet the cultural and linguistic needs of our whole community. We value our unique ethnic diversity as well as the LGBTQ community and non-able body community. Join us and become a difference maker at Bill Wilson Center! Find out more at [http://www.billwilsoncenter.org/bwc\\_jobs/](http://www.billwilsoncenter.org/bwc_jobs/)*

### **Case Manager - Transitional Housing Program**

Under the supervision of the Program Director, the Case Manager is responsible for providing general case management around education; housing, parenting, supportive counseling and connections to needed resources and services to clients in preparation for independent living.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Intake and assessment services.
- Provide case management services to young parents in program.
- Assist young adults in skills-building including independent living skills and parenting skills.
- Assist young adults with developing educational and vocational plans.
- Assist young adults with locating appropriate child care resources and making arrangements for the proper care of their children.
- Provide referral assistance to legal services (BALA), health services, drug and alcohol services and mental health services.
- Assist young adults in developing and implementing an Individualized Case Plan to meet long-term housing and independent living needs.
- Utilize community resources to meet needs of young adults in the program.
- Monitor Clients housing conditions (residence) to ensure safety and/or cleanliness issues are addressed in a timely manner. Case Managers are responsible for monitoring chores and ensuring homes are clean and working order. Report maintenance issues to manager or Facilities Manager immediately.
- Work with outside agencies to ensure quality of care for young adults and their children.
- Transport clients to appointments, meetings, etc. as needed.
- Supervises a Resident Mentor and volunteers assigned to the program.
- Approve visitors and visitor passes – inform visitors of house rules.
- Approve and sign overnight passes.
- Search bedrooms randomly and on suspicion of significant safety concerns, address residents about these concerns as needed.
- Participate in afterhours and weekend On-call rotation
- Assist with crisis intervention

- Facilitate weekly psycho/educational parenting groups and house meetings
- Participate in agency and program meeting as well as attend training sessions as required
- Participate in Quality Assurance/Quality Improvement activities
- Maintain client files and data to agency standards including paper and electronic files (AWARDS). Complete reports as appropriate.
- Follow agency protocols and procedures regarding accounting and financial requests ensuring all expenses are approved and have back up documentation
- Must be able to communicate effectively, get along with coworkers and management and deal effectively and professionally under pressure.
- Participate in ensuring safe work environment and proactively report safety issues to management immediately.
- Regular attendance is a requirement of the position.
- Other duties as assigned.

### **SUPERVISORY RESPONSIBILITIES:**

This job supervises a House Monitor and volunteers assigned to the program.

### **QUALIFICATIONS:**

Bachelor's degree (B.A. B.S.) from four-year college or university; or equivalent combination of education and experience. Must be punctual, efficient and organized; effective and professional under pressure. Ability to balance excellent client care with meeting deadlines and ensuring positive program goals and outcomes. Experience providing services to clients of various racial, ethnic, socioeconomic backgrounds or sexual identity who are overrepresented in homeless populations as well as working in different cultural environments. An understanding of humility and respect for working with homeless youth and families. Excellent communication skills - must be personable and informative when presenting BWC programs and services. Valid California driver's license with access to a personal vehicle, Fingerprint/background check and TB test required.

**All applicants are required to be fully vaccination with booster against COVID-19 (if eligible or agree to receive booster at the time of eligibility) prior to employment.**

### **SALARY RANGE:**

\$25.00 – 30.00 per hour. 100% employer paid Medical, Dental, Vision, Life Insurance, LTD and Employee Assistance Program. Retirement Plan with discretionary Employer Contribution. Generous PTO plan, 13 paid Holidays. And much more!

**For consideration, please submit cover letter and resume (reference the position name in the subject line and/or cover letter) to:**

**BILL WILSON CENTER**  
**ATTN: Resumes**  
**FAX: (408) 244-4022**  
**Email: [resumes@billwilsoncenter.org](mailto:resumes@billwilsoncenter.org)**

**EEO:**

*Bill Wilson Center is an Equal Opportunity/Affirmative Action employer committed to building a team that represents the racial, ethnic and linguistic needs of our community. People of color, women, persons with disabilities, and persons who are LGBTQ are strongly encouraged to apply.*

*This position description intends to describe the general nature and level of work being performed by people assigned to this job. It is not intended to include all duties and responsibilities. Because of a need to remain responsive to the needs of our clients and BWC's operations, responsibilities may be modified at any time.*