



Case Manager

Reports to Programs Director

Full Time, Non-exempt (Hourly), In-Person

\$31.25/hr. (\$65,000 per year)

Position Summary

The Case Manager supports Coastside Hope's clients in a variety of critical ways ranging from helping with housing to food, transportation, tax information and referrals for government services. This position partners with most departments of Coastside Hope and interacts with clients who are often in desperate need of the basics required for living healthy lives. The Case Manager requires someone with impeccable attention to detail, outstanding organizational skills, the ability to manage multiple projects and tasks at the same time, an understanding of how to prioritize work (and when to ask for help doing so), a strong sense of confidentiality, a great attitude, and a genuine enjoyment for helping clients. The Case Manager role requires someone who is comfortable working with clients who are facing difficult personal situations and must be able to do so with compassion and patience.

CH is a second responder in the event of a community emergency or disaster. During an emergency or disaster, and only after personal responsibilities are under control, all staff are asked to report for work to be available to help in ways that may be different from their normal work responsibilities

Responsibilities Include:

- Conduct client intake interviews and assessments to determine clients' needs
- Develop effective case plans for clients and support them in the completion of their goals
- Evaluating client qualifications for rental & car repair assistance, and other agency-sponsored opportunities
- Assist clients to successfully enroll/re-enroll in county, government and partner-sponsored health coverage programs and to navigate their benefits
- Assist community members, regardless of their immigration status, in selecting appropriate health care plans and other benefits
- Assist clients with calls to doctors' appointments, medical bills, translating letters, tax issues, debt collection, etc.
- Assist clients to successfully enroll in safety net and seasonal programs (seasonal tax program, backpack giveaway and adopt a family)
- Assist clients with rental assistance applications and other programs or services that support the wellbeing and the economic security of families and individuals
- Provide resources for safety net crises (non-mental health) and offer short- and intermediate-term case management



- Provide follow up on all pending applications to ensure the enrollment process is complete
- Provide appropriate client assistance, including but not limited to, form completion, letter writing, translation services, etc
- Translate and interpret for community members in a way that is culturally and linguistically appropriate to assist them navigating government, county and local programs
- Act as a liaison/advocate for the client
- Develop solutions for emergency problems, such as income, housing, health and transportation needs
- Assess client eligibility, and complete referral applications for CES referrals
- Management of Case Files in an effective and compliant manner. This includes but is not limited to closing out files in a timely manner and maintaining files according to federal, state, local and industry standards and regulations
- Maintain complete, accurate and organized client files, including entering relevant data into necessary databases
- Communicate effectively in a manner that promotes trust and cooperation
- Maintain current knowledge of available community resources
- Complete thorough and accurate documentation of contacts with clients, property owners, and other social services agencies
- Collect and record data in a timely manner, including attendance for program activities and events, outreach efforts, meetings, and interactions with partner agencies
- Handle client concerns/issues with Programs Director input as needed. Participate in community events to promote Coastside Hope services
- Attend trainings and meetings as assigned including but not limited to case management meetings, staff meetings, and meetings with other service providers in the community as required
- Complete annual IRS VITA tax training
- Attend and participate in weekly team and staff meetings
- Complete reports for board meeting and grants
- Demonstrate and work within Agency values in all dealings with all Agency constituents, including but not limited to clients, staff, etc.
- Represent the organization in a professional and courteous manner at all times.
- Report and complete any necessary incident reports within 24 hours. Review the incident report(s) and discuss with Programs Director, as needed
- Perform other duties as assigned

Requirements:

- A Bachelor's degree in social work, psychology or related field is required. Equivalent work experience may substitute for education in some instances
- Minimum 2 years' experience in case management work or equivalent and have a clear understanding of principles and procedures of case management both in practice and administrative



Coastside Hope

Neighbors Helping Neighbors

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- Minimum 2 years' experience working with the public and other community organizations
- Bilingual and bicultural English and Spanish required. Must have excellent ability to read, write and speak Spanish and English
- Must communicate effectively and clearly to Agency's Spanish-speaking constituents
- Understanding of the local community, and the various services available for economically challenged populations
- Minimum 1 year experience with inter-agency collaborations
- Demonstrated knowledge of Agency's target service population; previous experience working with unhoused populations, working with addicted constituents, or victims of violence or trafficking is very helpful

Benefits

- PTO
- Comprehensive Health and Dental benefits
- SIMPLE IRA

TO APPLY

Send a cover letter and resume via email to admin@coastsidehope.org

Coastside Hope is committed to equal employment opportunity and providing reasonable accommodations to applicants with physical and/or mental disabilities. We value and encourage diversity and solicit applications from all qualified applicants without regard to race, color, gender, sex, age, religion, creed, national origin, ancestry, citizenship, marital status, sexual orientation, physical or mental disability, medical condition, veteran status, gender identity, genetic information, or any other characteristic protected by federal, state, or local law.