



Case Manager

Reports To: Program Director

Status: Full-Time, Non-Exempt (Hourly)

Work Location: In-Person

Hourly Rate: \$28.07–\$34.32 per hour

Position Summary

The Case Manager plays a vital role in supporting Coastside Hope clients by helping them access essential resources and services, including housing assistance, food security programs, transportation support, tax preparation resources, and referrals to government and community-based services. This position collaborates closely with multiple departments across Coastside Hope to ensure clients receive comprehensive, coordinated support.

The Case Manager regularly works with individuals and families facing significant challenges and must be able to engage with clients in a compassionate, respectful, and trauma-informed manner. The ideal candidate is highly organized, detail-oriented, and capable of managing multiple responsibilities in a fast-paced environment. Success in this role requires excellent communication skills, sound judgment, strong problem-solving abilities, and a commitment to maintaining client confidentiality.

This position requires the ability to prioritize competing demands, work both independently and collaboratively, and provide exceptional service to clients while fostering a welcoming and supportive environment.

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



- Occasional evening and weekend work may be required to support community outreach events and activities.
- 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
- 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
- At least one year of experience working collaboratively with community organizations, government agencies, or service providers.
- Demonstrated knowledge of Agency's target service population; previous experience working with homeless population, working with addicted constituents, or victims of violence or trafficking is very helpful

Benefits

- PTO
- Comprehensive Health and Dental benefits
- SIMPLE IRA
- Holidays

TO APPLY

Send cover letter and resume to 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.



Coastside Hope

Neighbors Helping Neighbors

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