



SAUNCTUARY OF HOPE P.O. Box 431038, Los Angeles, CA 90043 323-786-2413 www.thesoh.org

Intensive Case Manager

Pay: \$19-24/hr, commensurate with experience (Full-time)

Organization: Sanctuary of Hope (SOH) is a nonprofit that provides education and housing stabilization services to Transitional Age Youth (TAY), ages 16-25, who are homeless, foster care, or at-risk in South Los Angeles and South Bay. SOH helps youth and young adults build self-reliance by helping them overcome poverty, trauma, low educational achievement, unemployment, and lack of well-being.

Summary: This position of Intensive Case Manager will provide targeted services to the vulnerable youth populations between the ages of 18 and 25 in Los Angeles County through interventions and workforce strategies. Through a “whatever it takes” approach to move a homeless youth from homelessness into permanent housing, the Intensive Case Manager will provide navigation, case planning, and housing retention services to a caseload of 20 youth who may have a chronic illness or physical disability, and are high utilizers of public services. The Intensive Case Manager will serve as the central point of contact for youth referred for services. Case management services may range from highly intensive individualized support to less intensive support for activities related to acquiring and maintaining housing, and associated supportive services.

Duties and Responsibilities:

- Provide field-based case management and support services applying strengths-based, Positive Youth Development, and consumer-centered approaches.
- Receives referrals from DHS or the Coordinated Entry Systems, and assess for eligibility and enrollment to program.
- Assist youth with access to temporary housing, through referrals, until permanent housing placement is secured.
- Develop and implement individualized case management services plan.
- Perform comprehensive psychosocial re-assessments and update case management services plan on an ongoing basis, but not less than once every three (3) months.
- Ongoing monitoring and follow up, including medication reviews; assistance with benefits establishment; crisis management, client education; health coaching and self-management support; coordination and collaboration with Health Agency partners.
- Provides transportation as needed via bus fare/pass, outside vendors, and personal vehicle.
- Assists with youth with obtaining permanent housing, which includes providing housing location services, overcoming barriers which may interfere with obtaining permanent housing, providing assistance and educating the youth on negotiating rental agreements.
- Establishes relationships with landlords/agencies with available affordable housing units.
- Aids youth with budgeting and money management (i.e., assistance with household budgeting, overcoming unfavorable credit history, etc.).
- Provides services in the field, office, in the home, or community.
- Ability to work as a part of a multidisciplinary team.



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Requirements:

- Assist youth in identifying and accessing services necessary to reach permanent housing goals.
- Utilize personal vehicle, in good working order, to conduct field work or to transport youth to appointments when necessary.
- Meet with youth bi-weekly (more often when needed and less as youth matures in their goals), to monitor progress and /or barriers toward achieving their life aspiration goals.
- Provide crisis intervention as needed.
- Help youth identify and find permanent housing including assisting with completing housing and credit check applications.
- Coordinate referrals and follow-through services with YCES, SYCES, FSC, and attend coordinated care meetings as assigned by supervisor.
- Perform recordkeeping and reporting of program activities on electronic reporting systems (CHAMP, HMIS, etc.) for outcomes and evaluation; and complete progress notes and program-related reporting as required.
- Report issues and problems to management.
- Attend weekly staff meetings.
- Perform other duties as may be assigned by the Director and/or supervision LCSW.
- Comply with contract goals and outcomes.
- Arrange work schedule or required hours to the benefit of the Department/Program with the approval of immediate supervisor.

Education: BA in human services field or higher

Qualifications:

- 2 years of experience in social service field
- Demonstrated experience in working with at-risk youth to reach their housing, employment, or education goals
- Proficient in Microsoft Office applications
- Excellent written and oral communication. Proficient in math.
- Demonstrated experience in one or more of the following areas: mental health, chemical dependency, emotional/behavioral special education, at-risk youth issues
- Demonstrated knowledge of and ability to work effectively with youth with a variety of identities, cultures, and backgrounds including ethnic/racial minorities and LGBTQ youth
- Knowledge of Trauma-Informed Care and Practices a plus
- Ability to pass drug screening
- Ability to work collaboratively, but independently
- Ability to pass a criminal and child abuse index background check
- Reliable transportation and clean DMV record
- Must have the ability to maintain an insurable driving record under the Agency's liability policy.

Certificates, Licenses, Registrations:

- Valid California Driver's License and proof of auto insurance



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- Adult CPR & Basic First Aid
- TB Test Clearance

Position is grant funded; in addition to other specified conditions of employment, it is understood that no guarantee of continued employment, beyond the availability of current funds, is expressed or implied by Sanctuary of Hope.

Sanctuary of Hope provides equal employment opportunity to all qualified individuals without regard to race, creed, color, national origin, ancestry, religious belief, sex, age, physical or mental disability, veteran status or other protected classification.

To apply send cover letter and resume to recruitment@thesoh.org