



Job Announcement Bilingual Aftercare Case Manager (Compass Family Shelter)

Would you like to join a team that is making a difference in the community? Compass Family Services helps homeless and low-income families find their way out of the cycle of poverty and homelessness. Our services include intake and referral to shelter, emergency shelter, transitional housing, rental assistance, and childcare--in addition to a broad spectrum of counseling, parenting education, prevention, and support services. Currently we have an opening for a Bilingual Aftercare Case Manager at Compass Family Shelter.

| | |
|-----------------------------|---|
| <i>Position:</i> | Bilingual Aftercare Case Manager |
| <i>Organization:</i> | Compass Family Services is a non-profit organization serving homeless and low-income families through crisis intervention, emergency and transitional housing, counseling, employment services and childcare. |
| <i>Program:</i> | Compass Family Shelter provides families with emergency shelter, homeless prevention services, parenting education and support, therapy, educational vocational training and long-term case-management. |
| <i>Reports to:</i> | Compass Family Shelter Program Director |
| <i>Status:</i> | Non - Exempt, 1 FTE with benefits including health, dental, retirement, and possible education hours |

Responsibilities:

The Case Manager provides supportive services related to helping families obtain and maintain permanent housing and stability after exiting our temporary shelter. The Case Manager is responsible for a caseload of up to 25 families. These families have stayed in Compass Family Center's shelter and have voluntarily chosen to participate in the Aftercare component. In addition to meeting with clients in the office, the Aftercare Case Manager also conducts home visits and field visits in the community. Specific duties include:

- Work with family to develop a service plan with concrete goals
- Maintain regular contact with families through home visits, office visits and over the phone
- Develop positive relationships with clients that foster connection, support, and trust
- Monitor progress of goals and provide support and feedback
- Make referrals to community resources/services and advocate for client as necessary
- Maintain up-to-date and thorough case notes
- Provide case management for shelter clients as needed
- Provide informal counseling and peer support, conflict resolution, and crisis intervention
- Attend weekly staff meetings, weekly supervision meetings, weekly clinical support and other group meetings
- Other duties as assigned by Program Director



Qualifications:

- Bachelor's Degree or relevant experience.
- Two years of counseling/case-management experience
- Knowledge of social service resources
- Counseling skills
- Familiarity/ experience with working with homeless, low-income or at-risk persons and/or families, as well as sensitivity to their unique needs
- Outstanding work habits: punctuality, communication, cooperation, professionalism, and reliability
- Ability to work independently
- Fluency in Spanish
- Professionalism and commitment to working on a diverse team, individuals and communities
- Must be able to communicate effectively with staff, clients and other providers both orally and in writing
- Bilingual (English/Spanish) required

Application Process:

To apply, email cover letter and resume to Yensing Sihapanya at ysihapanya@compass-sf.org. Please indicate the title of the job that you are applying for in your e-mail subject line. The position will be filled as soon as the appropriate candidate is found. It is therefore recommended that you submit your materials as promptly as possible.