



JOB ANNOUNCEMENT

Position: Bilingual Case Manager

Reports to: Program Manager

Type: Full-Time, Non-Exempt

ORGANIZATION DESCRIPTION

Opened in 1998, San Francisco SafeHouse is a 501(c)3 non-profit program that provides supportive services to women who have experienced sexual exploitation and are unhoused. San Francisco SafeHouse offers both transitional housing and a day program, The Hope Center. SafeHouse staff provide survivor-centered, trauma-informed support that aims to work collaboratively with our participants to insure they can reach their goals. At both programs, participants are offered intensive case management, trauma informed groups, financial support and a wide array of other services.

POSITION DESCRIPTION

This position is located within SafeHouse's transitional housing program. As part of case management services, this case manager will be responsible for 1) Providing a safe and welcoming environment for participants; 2) Developing treatment plans according to the needs of each participant 3) Providing ongoing support to participants as they work toward achieving their treatment plan goals 4) Maintaining a working relationship with other community providers

SCOPE AND RESPONSIBILITIES:

Direct Services (85%)

- Meet weekly with participants to provide emotional and practical support, plan schedules and set goals
- Assess participants' needs and link them with outside services such as primary medical care, outpatient treatment, government financial assistance etc.
- Provide extended services for SafeHouse participants a year after they have graduated, as appropriate and necessary
- Facilitate daily house meetings
- Research affordable housing opportunities with participants and assist with completing housing applications
- Co-manage intake and screening for new residents to the program
- Manage the participant internship program by working with participants to identify and contact local businesses of interest who are willing to offer job experience to participants.

- Assist residents with crisis management and safety planning as needed
- Count medication before and after each shift and monitor and log as participants take medication
- Create flyers and post information on relevant resources for participants
- Share on-call responsibilities with other staff, which includes being on call for a week each month

Administrative Duties (15%)

- Keep detailed files for each individual participant in electronic health records system
- Develop and maintain ongoing relationship with partner organizations and referral sources
- Coordinate community events that are being offered
- Enter report daily into staff log and monitor the door and phones
- Attend staff meetings and trainings
- Other duties as assigned

Qualifications:

- Bilingual/bicultural English/Spanish **REQUIRED**
- At least 2 years of relevant experience in a similar setting working with unhoused or marginalized people, strong preference for previous residential experience
- Knowledge and experience related to working with sexual exploitation/trafficking survivors and/or homeless women preferred
- Commitment to personal and systemic anti-oppression work
- Understanding of, and experience with, survivor centered approaches, harm reduction and trauma informed modalities
- Ability to work a 40 hour work week including at least one weekend day and occasional major holidays
- Have a valid license with a clean driving record
- Proficiency in Microsoft Office, including Word and Excel
- Ability to work independently and in a team environment

COMPENSATION: The salary range for this position is between \$48,000-\$56,000 annually, based upon experience. Benefits include vacation days and health/dental/vision insurance.

San Francisco SafeHouse is an affirmative action employer. All interested individuals, including survivors, people of color, women, persons with disabilities, formerly incarcerated people and persons who are lesbian, gay, bisexual, transgender and/or intersex are encouraged to apply.

SafeHouse is committed to centering the voices and vision of survivor leaders. Applicants with lived experiences of homelessness, sexual exploitation, trafficking or other overlapping vulnerabilities are highly encouraged to apply. If you have been a participant in the program to which you are applying, please have discontinued service at least 2 years prior.

Clinical supervision by a licensed MFT can be provided for associates who are accruing hours toward licensure.

SPECIAL ADA REQUIREMENTS:

San Francisco SafeHouse is in full compliance with the Americans with Disabilities Act (ADA) and does not discriminate with regard to applicants or employees with disability, and will make reasonable accommodation when necessary. Position requires both standing and sitting and working at a keyboard for extended periods of time.

TO APPLY: Send a cover letter, resume and contact information to careers@sfsafehouse.org