



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 homeless women surviving sexual exploitation. San Francisco SafeHouse offers both transitional housing and a day program, The Hope Center. SafeHouse staff provide guidance through the women's recovery providing a gender specific response to sexual exploitation, homelessness, and trauma. At both programs, participants are offered therapy, intensive case management, trauma informed groups, 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 clients; 2) Developing treatment plans according to the needs of each client 3) Providing ongoing support to clients 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 clients to plan schedules, set goals, develop and update treatment plans and address any distressing behavior
- Assess clients' needs and link them with outside services such as primary medical care, outpatient treatment, government financial assistance etc.
- Provide extended services for SafeHouse clients a year after they have graduated, as appropriate and necessary
- Facilitate weekly house meetings
- Research affordable housing opportunities with clients and assist with completing housing applications
- Facilitate groups for SafeHouse clients and waiting list participants on topics such as wellness, money management, life skills, housing, domestic violence, etc.
- Manage the client internship program by working with clients to identify and contact local businesses of interest who are willing to offer job experience to clients.
- Conduct phone and in-person screening interviews of potential clients for SafeHouse; Facilitate monthly orientations for new residents

- Assist residents with crisis management and safety planning as needed
- Count medication before and after each shift and monitor and log as clients take medication
- Create flyers and post information on relevant resources for clients
- 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 client and assist with data tracking
- 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
- Aware of trauma-informed care, harm reduction models and cultural competency
- 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.

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