



Ritter Center Housing Case Manager Position Announcement

HISTORY AND BACKGROUND:

Ritter Center's roots date back to the early 1970s, when a federally mandated Families and Children Committee was commissioned by the Marin County Welfare Department to determine the needs of low-income people and to then implement supportive services. These services were eventually established and funded in 1976 through Community Action Marin (CAM). When "War on Poverty" funding diminished, the CAM Emergency Services Program stood to be disbanded. CAM and the Volunteer Center of Marin solicited support through the community's congregations and were instrumental in incorporating as a new nonprofit organization named the Human Concern Center of Marin in 1980. The organization changed its name to Ritter House in 1996, then to Ritter Center in April 2003. Initially, Ritter Center's precursors solely provided safety net services such as clothing, food and showers, laundry and restroom facilities. In the mid-1990s, our organization began providing medical care and case management service and in 2010, Ritter Center began providing behavioral health counseling and permanent supportive housing. Then in 2013, Ritter Center became a Federally Qualified Health Center (FQHC) grantee serving as a Health Care for the Homeless site. In late 2015, Ritter Center launched an intensive outpatient substance use treatment program at two emergency shelters operated by Homeward Bound of Marin. In late 2017, Ritter Center, in collaboration with St. Vincent de Paul and the Marin Housing Authority launched the County of Marin's Whole Person Care pilot program with the goal of creating an evidence-based and outcomes-focused coordinated system of care across health and social sectors to more efficiently and effectively serve Marin County's most vulnerable Medi-Cal beneficiaries.

With this collaborative history and evolving from a small volunteer run grass-roots organization, Ritter Center today employs a highly experienced staff operating under the mission to prevent homelessness and improve the health and well-being of individuals and families who are homeless or low-income by providing a range of culturally sensitive, easily accessible, high quality medical and social services. Ritter Center operationalizes this mission by providing a multitude of integrated multidisciplinary clinical and social services to help Marin's most vulnerable residents improve their physical, mental and emotional health and, for those experiencing a housing crisis, to obtain or retain permanent housing. Community participation and collaboration has always been a common thread throughout Ritter Center's history and has helped shape our programs, purpose and vision.

CURRENT OPENING:

Ritter Center is currently recruiting for a ***Ritter Housing Case Manager***. This is a ***full-time, non-exempt*** position reporting to the ***Case Management Program Supervisor***. ***This role is based in San Rafael, CA at Ritter Center's Administrative Campus. Please find full job description below.***

Position Description:

The Housing Case Manager works directly with a housing team to develop individualized case plans for up to 20 housing tenants with previous experiences of chronic homelessness. This position conducts

regular home visits while providing case management services in conjunction with community partners. During this process, a tenant's ability to manage their new living situation will be assessed regularly to identify their specific needs. The case manager will work closely with a nurse case manager or FNP, as well as their direct supervisor, to coordinate tenant's care and ensure that the necessary medical and social supports are in place for each individual tenant. This is a role that has a large amount of flexibility to enable essential job functions, of providing services to a high need population of chronically homeless adults, to be carried out as seamlessly as possible.

Supportive services may include but are not limited to; independent living skills, both primary and mental health care, money management, housing location and stabilization, securing of state, county or federal benefits and possible placement in either outpatient or inpatient substance abuse treatment. Utilizing services as they are offered is not mandatory for individuals to participate in this program. Housing supports are structured in a way that tenants are able to maintain their housing while being encouraged and guided to independently problem-solve. The goal for each tenant is to provide assistance that will eventually enable them to manage and self-coordinate their own care. This position will be expected to maintain regular notes and update client records in HMIS as need be. The Housing Case Manager reports directly to the Director of Housing Programs.

Job Duties and Responsibilities

- Conduct regular home visits, at least twice a month, to all tenants in the agency's housing programs and record data from each visit
- Actively participate in Home Visit team meetings, helping to update treatment plans for housing clients
- Assess client needs and work with all staff to provide a seamless, effective service plan; make appropriate referrals to other service providers when necessary
- Assist clients in independent living skills and realistic goal setting; provide support needed to access agencies (bus tickets, identification cards, etc.)
- Collaborate with Social Service agencies to ensure appropriate support for clients, advocating for clients as needed; follow-up with clients and other agencies regarding transition of clients into other programs and record outcomes
- Maintain accurate records of referrals and client advocacy
- Attend assigned case management meetings
- Meet with supervisor, attend staff meetings and trainings as scheduled
- Adhere to the goals, objectives, and personnel policies of Ritter Center
- Perform other duties as assigned which may include performing Representative Payee Duties (i.e. budgets, check requests) and maintain Payee Program records

Qualifications

- Undergraduate degree from an accredited institution
- Good skills in organization and ability to multi-task and remain calm
- Experience working in social service setting; ability to be empathic and compassionate with clients combined within a framework of appropriate boundaries
- Understanding of the needs of low income working people and people who are homeless
- Strong people management and communication skills
- Need to possess a valid and clean CA driver's license
- Knowledge of Ritter Center services, policies and procedures and community
- Basic computer knowledge required, accuracy in data entry
- Master's Degrees in a related field may be substituted for work-related experience.
- Must possess a valid California class C driver's license and have a satisfactory driving record

Responsibilities of all Ritter Center Employees:

1. Demonstrates a clear understanding of the mission, purpose and philosophy of Ritter Center.
2. Places needs of the patient first at all times. Care management and service delivery are developed with the goals of the patient's healing and support in mind.
3. Adheres to ethical business practices by striving to perform in a manner that conforms to the highest standards of ethical behavior, integrity and honesty.
4. Takes initiative and responsibility for decisions as an individual. Communicates information effectively both verbally and in writing.
5. Maintains confidentiality of all agency and patient related information. Protects patient rights as defined in the patient Bill of Rights.

Physical Demands:

The work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee may be required to sit for long periods of time, talk, hear, write, operate a keyboard, have the visual acuity to read small print and view a computer monitor, reach to the top of a five drawer filing cabinet and lift boxes of no more than 30 lbs. The employee is required to interact with clients, volunteers and visitors both indoors and outdoors.

Work Environment:

The work environment characteristics described here are representative of those of a social services agency. Ritter Center's facilities are smoke-free.

Employment Practices:

Ritter Center is an Equal Opportunity institution and does not discriminate against any person in employment or in admission, treatment, or participation in its programs and benefits on the basis of race, color, national origin, creed, ability to speak English, disability, sex, age or marital status.

ADDITIONAL BENEFITS:

The Ritter Center is committed to providing a robust additional benefit package to complement compensation. This package includes paid holidays, vacation and sick time accrual that increases with tenure, medical insurance with choice of plans, dental insurance, life insurance, disability benefits, flexible spending accounts, a 401K savings account, and an Employee Assistance Program. Additionally, the Ritter Center pays 100% of the employee premium for the medical, dental, and life insurance plans. Additional ancillary benefits are added each year as appropriate.

TO APPLY:

Please see Ritter Center's Indeed page for details on how to apply to this position.

<https://www.indeed.com/cmp/Ritter-Center/jobs>

You may also email your current resume and a cover letter, as well as any copies of relevant license(s) and/or certifications to careers@rittercenter.org

This posting can be found on Indeed and Ritter Center's website.