



Ritter Center Case Manager Position Announcement

CURRENT OPENING:

Ritter Center is currently recruiting for a ***Ritter 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 Main Campus. Please find full job description below.***

RITTER'S BENEFIT PACKAGES:

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, Vision Insurance, life insurance, disability benefits, flexible spending accounts, a 401K savings account, Commuter Programs, Parking and Travel coverage, 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.

Qualifications:

- 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
- Knowledge of Ritter Center services, policies and procedures and community
- Basic computer knowledge required, accuracy in data entry
- Bilingual Skills not necessary but preferred

Position Description:

The Case Manager responds to the immediate needs of the client as well as performing intake interviews, assessing the client for case management services and eligibility for financial assistance. Educates client about Ritter Center and other community resources including creating a detailed service plan as appropriate; advocates for clients immediate needs. Maintains accurate client records. Upholds Ritter's values of providing services to any and all in need with respect and compassion. This position reports to the Case Management Program Supervisor.

Job Duties and Responsibilities:

- Assess client needs and work with all staff to provide a seamless, effective service plan; make appropriate referrals 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 and record outcomes
- Manage Emergency Family Needs Fund, Critical Family Needs Fund and other funds as required
- Maintain accurate records of referrals and client advocacy; maintain accurate Targeted Case Management Files
- Maintain accurate records of financial assistance program in Excel and in Homeless Management Information System (HMIS)
- 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

TO APPLY:

Please follow the instructions on Ritter's Employment page on Indeed to electronically apply for this position. ONLY APPLICATIONS WITH A COVER LETTER AND RESUME WILL BE CONSIDERED.

This posting and more details about working with Ritter are also available on the Ritter Center's website.

Any questions or comments about Ritter Center's hiring process can be sent to careers @ rittercenter.org

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.