



Ritter Center Position Announcement

CURRENT OPENING:

Ritter Center is currently recruiting for a ***Whole Person Care Housing Case Manager***. This is a ***full-time, non-exempt*** position reporting to the ***Director of Case Management and Housing Programs***. ***This role is based in San Rafael, CA and requires regular local travel throughout Marin County. Please find full job description below.***

Please Note: *There are several openings for this position which will be filled on a rolling basis.*

ONLY APPLICATIONS WITH A COVER LETTER AND RESUME WILL BE CONSIDERED.

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

Knowledge of:

- Current issues regarding independent living with support services for special needs populations.
- Familiarity with Housing First and Harm Reduction concepts
- Understanding of Motivational Interviewing and techniques in engaging homeless and/or dually diagnosed.
- Principles, procedures, techniques, trends and literature of the social service and mental health fields; assessments, interviewing, and recording and tracking case plans.
- Public assistance and social service programs and the role and function of public housing and social services agencies as well as basic principles of public assistance policies and programs.
- Concepts of social work and case notes that involve meticulous record keeping which includes computer applications related to the work.
- Goals and current trends of subsidized housing and participants; techniques for dealing with individuals from a variety of socio-economic, ethnic and cultural backgrounds and those who may have physical and/or emotional problems.

Skill in:

- Interacting dynamically and relating well with homeless, mentally ill, disabled and terminally ill populations.
- Assessing needs and developing appropriate treatment plans; analyzing problematic situations

and taking decisive action and establishing and maintaining effective working relationships with clients.

- Interpreting social services programs to applicants and participants; effectively using and seeking out appropriate resources and services.
- Applying existing rules, regulations and policies; working constructively within a community setting with a community consultation panel.
- Working cooperatively with Housing Authority staff, outside agencies, and the public.
- Communicating effectively both verbally and in written form including effective use of interviewing techniques.
- Working effectively with people with varying backgrounds, educational levels, races and cultures.
- Operating standard office equipment, including job-related computer hardware and software applications, facsimile equipment and multi-line telephones.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent of a four-year degree from an accredited college or university in sociology, psychology, counseling or a closely-related field and three years of experience in a mental health, social services or a community services organization.
- Experience working with chronically homeless populations is preferred.
- 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.

WHOLE PERSON CARE HOUSING CASE MANAGER

This is a professional level position requiring a high level of responsibility, knowledge and ability in coordinating and providing services to clients with complex needs. A good fit for this position is able to think on their feet and quickly assess the needs of chronically homeless people with the help of a multidisciplinary team. The WPC case manager provides case management, counseling and advocacy services to these individuals and families who are extremely low-income with a variety of barriers to permanent housing which may include mental illness, chronic illness and physical disabilities.

Under supervision, the Case Manager will provide flexible supportive services to program participants to assist in securing housing in the community and coordinating health care needs. Other responsibilities include outreach, mental health assessments, screening for eligibility, development of comprehensive care plans, preparation of reports and clinical case notes for WPC reimbursement. Through the coordination of services and partnerships with local agencies, participating clients will receive help in obtaining needed supportive services such as mental health services, In-Home Support Services, educational or vocational counseling, assistance to maintain benefits through Medi-cal, SSI and any other entitlement or benefit programs they may qualify for.

RESPONSIBILITIES

- Engages and works with chronically homeless individuals and families with severe and persistent mental illness, physical disabilities and/or a history of substance use, a history of chronic homelessness, and/or terminal illness.
- Interviews clients while using clinical skills to evaluate and determine the extent of social service needs for each individual client.
- Conduct assessments with individuals to determine their psychiatric and psychological needs. Monitors health issues, making appropriate medical referrals and coordinating medical care as needed.
- Functions as a part of an inter-agency multidisciplinary team; making referrals to other community resources for services and coordinating services with other social services and support agencies.
- Contacts public social welfare and mental health agencies to obtain and provide information to program participants.
- Acts as an advocate for the client. Assisting participants with locating appropriate housing, assisting with the move-in process, helping participants obtain needed household items and other tasks that help participants maintain a supportive housing environment.
- Provides mediation and advocacy for participant between landlord and surrounding community members.
- Provides assistance with daily living tasks such as money management, shopping and cooking as needed while assessing for needed assistance with Activities of Daily Living.
- Works with participants to obtain and maintain entitlements; develops ongoing consultation with participants' family members, case managers and other care providers; makes timely referrals to supportive services and intervenes to avert crises.
- Coordinates and provides flexible support services and skills training to participants once they are housed, with the objective of helping them to stay housed and to achieve the goals set forth in their coordinated case plan.
- Assists the CE Coordinator and Outreach Team with outreach activities towards eligible homeless persons.
- Writes reports and performs daily WPC charting and billing; collects data for the purposes of program administration and monitoring. Meets with clients at a minimum of three times a month.
- Prepares and maintains casework records, court and other evaluative reports and relevant correspondence; maintains accurate case notes and related records and files.
- Creates comprehensive care plans for each client and inputs into WPC database
- Meets with Assertive Case Management Team for daily meeting
- Perform other related work as assigned.

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.