



Ritter Center Position Announcement

CURRENT OPENING:

Ritter Center is currently recruiting for a **Re-Entry 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 operating out of our Main Campus. Please find full job description below.**

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:

- Understanding of social services with proficiency in assessments, interviewing and tracking case plans.
- Experience with mental health and co-occurring substance abuse disorder treatment modalities.
- Capacity to communicate clearly and remain calm with individuals in crisis.
- Skill in interacting dynamically and relating well with homeless, mentally ill, disabled and terminally ill populations.
- Skill in working cooperatively with outside agencies and the public.

- Skill in communicating effectively both verbally and in written form including effective use of interviewing techniques.
- Skill in working effectively with people with varying backgrounds, educational levels, races and cultures.
- 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. Significant experience may be considered as a substitute for education.
- Experience working with chronically homeless populations, working in social service setting; ability to be empathic and compassionate with clients combined within a framework of appropriate boundaries
- Knowledge of community resources for adults in Marin County, CA preferred.
- Skill in operating standard office equipment, including job-related computer hardware and software applications, facsimile equipment and multi-line telephones.
- Must possess a valid California class C driver's license and have a satisfactory driving record.
- Master's Degrees in a related field may be substituted for work-related experience.

Position Description:

The Re-Entry Case Manager responds to the immediate needs of the client, performs intake interviews, and assesses clients 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.

The Re-Entry scope of this position screens, assesses and creates treatment plans for in-custody homeless or at-risk individuals in an effort to significantly reduce the recidivism rate. An active re-entry caseload is typically 20 individuals every month, each of whom requires an up-to-date re-entry plan and regular check-ins post-incarceration. This position collaborates closely with jail staff, Public Defenders, the District Attorney, Probation Officers, staff from Marin County HHS and law enforcement agencies. Collaborating with these agencies enables participating clients to receive assistance in obtaining needed supportive services such as legal aid, mental health services, primary medical care, educational or vocational counseling, substance abuse counseling, access to treatment programs and the ability to maintain benefits through entitlement programs. 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
- Work collaboratively with in-custody staff, community providers and government contacts to help maintain stability, promote recovery and/or mental and health care supports.
- Meet with multidisciplinary team twice a month at the jail to review cases and assess efficacy of therapeutic interventions, crisis management and to work effectively as a team collaborating efforts around high needs individuals.
- Encourage and coordinate pre-release and post-release activities including but not limited to treatment, access to volunteers or family and any other community ties.
- Meet with in-custody inmates prior to release from jail to coordinate on timing, assets and risk factors upon release and closely monitor client during the first 7 days post-incarceration.
- Create a reentry plan based on the individual's goals and all available information, this will be reviewed and updated regularly with enrolled clients to continue supporting them in their re-entry goals
- Manage Emergency Family Needs Fund, Critical Family Needs Fund and other funds as required
- Maintain accurate records of referrals and client advocacy, 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
- Perform other duties as assigned which may include performing Representative Payee Duties (i.e. budgets, check requests) and maintain Payee Program records
- Upholding Ritter's values of providing services to any and all in need with respect and compassion. Adhere to the goals, objectives, and personnel policies of Ritter Center

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](mailto: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.