



Position:	Bilingual Case Manager
Organization:	Compass Family Services helps homeless families and families at imminent risk for homelessness to achieve housing stability, family well-being, and self-sufficiency. We are the access point for any SF family facing a housing crisis and our services include emergency shelter, transitional housing, rental assistance, early childhood education, mental health support, in addition to a broad spectrum of counseling, parenting education, prevention, and support services.
Program:	<i>Compass SF HOME</i> helps homeless and at-risk families find, stabilize, and maintain their housing. We were one of the first programs in the country to provide “Rapid Rehousing,” an innovative solution to homelessness. San Francisco families receive one-time assistance to prevent eviction or cover move-in costs, and/or an ongoing rental subsidy. All families in the program are provided with long-term case management to support them in becoming economically self-sufficient and maintaining their housing.
Reports to:	Program Director
Classification:	Non-exempt, full-time (37.5 hours/week)
Salary range:	\$23-\$26 hourly

Organizational Core Competencies:

- Accountable
- Adaptable
- Client-centered
- Collaborative
- Committed to diversity, equity, inclusion and belonging
- Resourceful

Responsibilities:

The Case Manager will provide supportive services to families in the *HUD funded* rental subsidy, with particular emphasis on housing and long-term financial stability. This includes helping families find a place to live, ensuring that families stay on track with their educational and vocational goals, connecting families with necessary services and resources at other agencies, assisting with applications to permanent affordable housing, and providing crisis intervention as needed. Currently, due to the Coronavirus pandemic, most of the work is remote. Once it is deemed safe, meetings will resume in the office and case managers also travel around the Bay Area and beyond to visit clients in their homes.



Specific duties include the following:

- Creatively and proactively identify and connect with landlords who are open to accepting rental subsidies.
- Assess client needs and budget, and develop an individualized housing search plan with each family.
- Assist clients in successfully obtaining stable housing, including helping clients complete applications, preparing them to present themselves to landlords, and accompanying them to open houses or landlord meetings.
- Communicate with the San Francisco Housing Authority and similar bodies to help clients utilize and resolve any questions or issues related to their voucher.
- Maintain up-to-date and thorough client files.

For clients who obtain housing and participate in ongoing case management:

- Work with clients to develop an individual action plan that will enable them to move towards long term stability.
- Provide ongoing support to clients through office, phone, and community meetings, as well as periodic home visits as needed.
- Provide crisis intervention, community and support services, information and referral, family budget assistance, parenting support, job enhancement and support, housing assistance and support, and advocacy.

Qualifications:

- Bilingual (English/Spanish)
- Experience working with people in crisis and demonstrated understanding of issues facing homeless and low-income families.
- Strong interpersonal skills, including relationship-building, networking, and ability to develop trusting relationships with a diverse set of individuals.
- Experience in a public-facing field which requires extensive phone, email, and in-person communication with outside parties, for example: real estate, property management, sales, or community outreach.
- Outstanding work habits: punctuality, communication, reliability, cooperation, organization, professionalism. Ability to work independently and to juggle many responsibilities concurrently.
- Strong computer skills with proficiency in Microsoft Suite of Programs (Outlook, Word, Excel, Power Point, etc.). Salesforce experience a plus.

Compensation and Benefits:

Compass Family Services offers a competitive wage and benefits package that includes employer-paid major medical, dental and vision coverage, long-term disability insurance, an employer-contributed retirement plan, and generous paid vacation, sick, and holiday leave.

To Apply:

Please send a detailed cover letter and resume to HR@compass-sf.org. Resumes sent without cover letters will not be considered. No phone calls please. Pursuant to the



San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records.

We are an equal opportunity employer and actively seek to recruit a diverse workforce. Employees must embrace the idea that Diversity, Equity, Inclusion, and Belonging contribute to the success of our underserved communities, and therefore to shared prosperity in our city and region. [Compass Family Services](#) is committed to the continuous work of implementing specific actions that will disrupt systemic prejudice and improve equity across programs and departments, to become an example to partners who also believe in a culture of inclusion that leverages diversity.