



Homeless Services Center Case Management Supervisor

At Homeless Services Center, we believe:

- Every person that uses our services can achieve housing
- The complexity of homelessness requires creative and strategic problem solving
- Our staff has the opportunity to achieve lasting, positive change in our communities

Homeless Services Center (HSC) partners with individuals and families to create pathways out of their homelessness into permanent housing. HSC is a leader in working to end homelessness – and we want you to be part of our team.

HSC runs a variety of Housing First programs to support individuals and families experiencing homelessness with immediate and long-term housing needs. Programs include emergency shelters, transitional housing, rapid rehousing, permanent supportive housing and housing navigation case management. Each of HSC's programs demonstrate a trauma-informed and harm reduction approach to service delivery and support all participants on their way to stable, healthy lives.

HSC is looking for individuals eager to make a difference and willing to enthusiastically commit to join in our vision that homelessness in Santa Cruz County should be rare, brief and non-recurring.

Job Description:

Homeless Services Center has case management programs with a broad spectrum of goals and grant requirements for admission. These include transitional housing, temporary emergency shelter and permanent housing solutions. It is our goal that everyone entered into HSC's programs are moved into permanent housing. Additionally, it is our goal that 90% of those clients will remain housed at 6 months and 85% will remain housed at a year. Our current housing retention rate is 93% and we want to maintain our strong success in this area. The Case Management Supervisor will report directly to the Director of Programs and will work closely to create systems, supervise case managers and improve outcomes across all programs.

- Supervise case managers in various housing programs as assigned.
- Work collaboratively with the Director of Programs on all case management team leadership.
- Ensure the utilization of the VI(F)-SPDAT as an intake assessment and the full (F)SPDAT as the ongoing assessment and staff performance tool case managed clients.
- Oversee and ensure that all professional case management practices, such as case notes, HMIS entries, client documentation and releases, etc., are performed consistently and accurately.
- Identify areas of needed training and development and prioritize and schedule trainings within budgetary guidelines and constraints.
- Work with the Executive Director and other Directors to implement the strategic plan.
- In partnership with other staff, complete special projects as they arise.

- Be available for occasional weekend and evening work to support program success
- Other duties as assigned.

Qualifications:

- 3-5 years' experience in providing direct social services to disenfranchised communities
- Master's degree preferred. Bachelor's degree in related field or equivalent work experience required
- Bilingual Spanish a strong plus
- Desire and ability to meet people where they are at and create an environment that nurtures mutually respectful , empowering relationships
- Ability to develop most case plans and specialized casework services with considerable independence, perform evaluation and assessment duties
- Demonstrates sensitivity to, and knowledge of, the needs of homeless individuals
- Ability to communicate effectively and respectfully with people coming from diverse lifestyles, background, racial and cultural groups.
- Knowledge and practice of motivational interviewing and trauma-informed services highly valued
- Acquaintance with and ability to relate to community agencies, public social services, and assistance programs
- Acquaintance with and ability to work with domestic violence issues through direct services or referral to assistance programs
- Experience with mentally and physically disabled populations
- Ability to deal effectively and constructively with emotionally charged situations between individuals and within groups
- Demonstrated conflict de-escalation and conflict resolution skills a must
- Proficiency in Microsoft Office Suite including comfort in using Word and Excel and confidential database use such as HMIS or equivalent.

Hours:

This is a full time, salaried, benefited, exempt position. Occasional evenings and weekends required. Health Insurance, PTO and Vacation benefits begin after 90-day introductory period.

To Apply:

Please email a cover letter and resume to the attention of Human Resources at hr@santacruzhs.org. No phone calls or faxes. HSC is an Equal Opportunity Employer.

Please apply via email or in person with cover letter and resume.