

JOB ANNOUNCEMENT
CARE MANAGER

Site / Location: Bayshore Navigation Center, 125 Bayshore Blvd., San Francisco, CA; other sites as needed

Work Schedule: Day, Swing or Night Shift

Reports to: Assistant Director of Navigation Services

The Bayview Hunters Point Foundation in collaboration with Five Keys Schools and Programs will be operating the Bayshore Navigation Center.

Navigation Center

The goal of the Navigation Center is to provide a warm, welcoming environment of support and services tailored to the unique needs of San Francisco's homeless population living on the streets. The Center will be operated differently than the existing San Francisco single adult shelter system in that it will be low-threshold with minimum rules and requirements in order to attract the most hard to serve homeless who usually refuse to navigate the existing shelter system.

Up to 128 homeless single adults and couples without children will be accommodated at the Navigation Center located at 125 Bayshore at any given time. This one-stop center will provide short-term stays based on harm reduction principles with the objective of providing intensive services leading to housing or treatment exits as quickly as possible. This environment will be unique in that it will be developing trusting relationships with people that have lived on the streets and don't usually enter shelter. It will be a low threshold, minimal rule environment with a harm reduction focus.

Care Manager(s)

- Complete case management assessment on all clients entering caseload, develops, implements and revises individual case plans and consistently monitors progress toward goals. Assessments must be completed within 48 hours of participant entering the Navigation Center.

- Provide on-going supportive and/or case management functions in accordance with the problems, needs and strategies identified within the case plan in order to help the clients achieve the stated goals and objectives. This includes communicating regularly with probation officers, social workers and family members, regarding client's treatment progress, etc., when appropriate
- Works with supervisory assistance to evaluate possible courses decisions regarding client status and makes decisions where there is no opportunity to seek supervisory assistance
- Consults and cooperates with community systems to facilitate linkage, referral, crisis management, advocacy, and follow up with the focus on attaining treatment goals
- Leads at least one clinical or life skills group in addition to morning group
- Maintains client and program records in accordance with applicable standards and regulations, grant requirements, etc.
- Maintains a high level of ethical conduct regarding confidentiality, dual-relationships, and professional stature
- Participates in continuing education activities, remaining knowledgeable in area(s) of expertise
- Attends weekly case consultation meetings and monthly trainings; meet regularly with supervisor to exchange pertinent information and receive supervision
- May be required to assist in crisis intervention
- Must maintain a caseload of 22 participants at any given time
- In partnership with the Assistant Director of Navigation, follow and implement all policies and procedures of Five Keys Schools and Programs at the Navigation Center.
- Establish and maintain a positive working relationship with employees, volunteers, and participants of the Navigation Center, FKSP, and with outside agencies.
- Attend all meetings as assigned.
- Other duties as required or assigned.

Program Development & Facilities

- Work with Assistant Navigation Director in designing, planning and implementing program services, with an emphasis on building accountability for program participants as they strive to move forward in their lives.
- Work with Assistant Navigation Director to ensure the health and safety of program participants' and thorough management of the physical plant. This includes safety, hygiene, appearance and overall aesthetic of the facility.
- Must be prepared to respond to emergencies with clear thinking and swift action.

Qualifications and Work Experience:

- Masters Degree in social work, psychology or related field, with a minimum of two years' post graduate experience working with homeless individuals and other marginalized populations in crisis. Requires license for clinical practice in the State of California.
- Excellent communication and interpersonal skills; proven ability to collaborate with other agencies.
- Understanding of the issues faced by disenfranchised populations.
- Availability to work occasional evenings and weekends.
- Experience working with mentally ill and dually diagnosed clients highly desirable.
- Clinical supervision toward licensure is available.
- Must be computer literate
- Must have excellent verbal communication skills
- Be committed to the mission of The Navigation Centers and Five Keys Schools and Programs and possess a good working knowledge of and a sensitivity to individuals with substance abuse and/or mental health issues such as: PTSD, psychosis, borderline behaviors, bi-polar, etc.

KNOWLEDGE AND SKILLS

- Working knowledge and experience of Navigation Center project planning and implementation preferred.
- Experience working in a Navigation Center having a full understanding of programmatic and administrative needs.
- Critical thinking and problem solving;
- Excellent decision-making and leadership capabilities;
- Must be computer literate and possess excellent written, verbal and interpersonal communication skills.
- Collaborative work style, initiative and flexibility;
- Commitment to 5 Keys' mission and to its organizational values
- Must be able to work as part of a multi-disciplinary team and be sensitive to a diverse participant and staff population

How to Apply: Resumes to info@bayviewci.org or fax (415) 468-5104

Generous benefits: Medical, Dental, Life insurance, sick and vacation leave

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