

*This full-time position is located in Grass Valley, California (a halfway point between Lake Tahoe and Sacramento).*

Hospitality House began as a shared vision in 2005 when concerned Nevada County citizens came together to help individuals struggling with homelessness. After operating as a nomadic shelter for eight years, Hospitality House opened its doors as an emergency shelter, Utah's Place, in 2013. It became the first and only permanent homeless shelter in Nevada County and remains the only general use emergency shelter today. Hospitality House plays a critical role in the community, offering emergency shelter, street outreach, food, clothing, job training, customized case management, mental health counseling, enrichment classes, transportation, recuperative care, pet-care, housing assistance, and homelessness prevention services.

If you share our vision of helping Nevada County residents return to housing with care and compassion, we invite you to join our team! The Shelter Case Manager plays a critical role on the frontlines of addressing homelessness in our county. The ideal candidate brings a passion for helping others, experience working with vulnerable populations, and a can-do attitude.

### **POSITION SUMMARY**

Under the director of the CalAIM Supervising Case Manager, the Shelter Case Manager is responsible for identifying the individual, permanent housing/permanent placement needs of guests staying at Hospitality House and helping guests access and secure the necessary resources to regain independence. Above all, the Shelter Case Manager (ARGP) serves as an advocate for all Hospitality House guests.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

#### Training Coordination

- Maps out annual training plans for Shelter and Community Advocates, Case Managers in coordination with the Case Manager Supervisor.
- In coordination with the training team, designs and develops training programs for Shelter and Community Advocates and Case Managers.
- Selects appropriate training methods or activities (e.g., simulations, mentoring, on-the-job training, professional development classes).
- Markets available training to employees and provides necessary information about sessions.
- Conducts shelter-wide training needs assessment and identify skills or knowledge gaps that need to be addressed.
- Uses known education principles and stays up to date on new training methods and techniques.
- Designs, prepares and orders educational aids and materials.
- Assesses instructional effectiveness and determines the impact of training on employee skills.
- Gathers feedback from trainees after each educational session.
- Partners with other Hospitality House staff and connects with experts regarding instructional design.
- Maintains updated curriculum and training records.
- Hosts train-the-trainer sessions for internal subject matter experts.
- Manages and maintains in-house training facilities and equipment.
- Researches and recommends new training methods.

#### Case Management

- Sets and keeps regular, ongoing housing case management meetings with guests staying at Hospitality House.
- Assesses individual guests' needs (and/or couples/families) to comprehend issues and establish rapport.
- Creates personalized housing plans that identify a plan toward self-sufficiency, working in coordination with the shelter Case Managers.
- Helps guests/clients in repairing past credit issues.
- Assists clients with securing gainful employment or regular income.

- Supports guest/clients in developing a budget for housing and living expenses.
- Provides guidance and rental assistance funds for eligible clients.
- Implements a rental assistance program for those individuals who have been formally sentenced to and released from State Prison.
- Works collaboratively with local law enforcement and the Probation Department to coordinate entry into the Hospitality House upon clients release from incarceration.
- Offers support emotional and practical during the housing search process.
- Ensures all housing plans are focused on the physical and mental well-being of the people involved.
- Makes recommendations for the continuation of or change in housing services.
- Collaborates with other Hospitality House program staff to work more effectively.
- Arranges for guest transportation and encourage attendance for all appointments and referrals provided on a guest's behalf.
- Documents and records all case management activities as appropriate; prepare required reports.
- From time to time, works with outreach clients or other homeless people not staying at Hospitality House but referred by partner agencies with targeted (clearly defined) assistance. Services are limited to securing permanent housing or permanent placement.
- Ensures all case management progress is regularly and routinely documented in the Homeless Management Information System (HMIS) and CalAIM data bases.
- Serves as a liaison between Hospitality House and other Nevada County/Grass Valley or Nevada City social services/public safety agencies when needed or requested by your supervisor.
- Attends community meetings as required or requested by the Department Supervisor.
- Attends and participates in one-on-one meetings with the Department Supervisor, weekly staff meetings, and team-building gatherings.
- Travels as required for home visits, appointments with guests, and other community activities.
- Helps staff Hospitality House sponsored events as needed.
- Other duties as assigned.

## **EDUCATION AND/OR EXPERIENCE**

At a minimum: Associate degree (A.A.) or equivalent from a two-year college or technical school related to the field of work (psychology; social work; sociology); or six months to one-year related experience and/or training; or equivalent combination of education and experience. Bachelor's Degree (B.A.) from a four-year college or university related to the field of work (psychology; social work; sociology) preferred; or one to two years related experience and/or training; or equivalent combination of education and experience.

## **LANGUAGE SKILLS**

Ability to read and interpret documents such as schedules, safety rules, operating and maintenance instructions, and procedure manuals. Ability to read and write routine office communications, schedules, lists and emails. Ability to speak effectively with groups of volunteers, members of the general public and employees of the organization.

## **COMPUTER SKILLS**

To perform this job successfully, an individual should have knowledge of: Electronic Mail Software (Outlook preferred); internet programs (including ADP online payroll system); database systems, Homeless Management Information Systems (HMIS) preferred; Microsoft Office suite (Word, Excel, and PowerPoint).

## **ATTENDANCE**

Must be punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks, where applicable.

## **SUPERVISORY RESPONSIBILITIES**

This position does not have supervisory responsibilities.

## **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## **CERTIFICATES, LICENSES, REGISTRATIONS**

Must have a current and valid driver's license.

## **OTHER SKILLS, ABILITIES, AND QUALIFICATIONS**

- Experience working with homelessness or other vulnerable populations preferred.
- Possesses exceptional people skills.
- Has a natural ability to show compassion and empathy while also being firm, fair and consistent in upholding the rules of Hospitality House. Modifies words and actions by gauging individual needs and the state of mind of guests and residents.
- Implicitly understands how to de-escalate situations to encourage the best possible outcome.
- Uses a computer to access, input and retrieve work-related information and to prepare written documents.
- Comfortable working both independently and in collaborative settings. Ability to work independently with minimal supervision.
- Must be able to communicate clearly, effectively and respectfully with others.
- Ability to lead and work within a team structure, interacting with staff, volunteers, the general public and shelter guests both individually and in a group setting.
- Possesses a natural ability to show compassion and empathy while also being firm, fair, and consistent in upholding the rules of Hospitality House.
- Understands the basic principles and practices of hiring, supervising, training, and evaluating staff.
- Possesses a general understanding of employment laws as it relates to managing staff.
- Uses a computer to access, input, and retrieve work-related information and to prepare written documents and reports.

## **PAY RATE**

\$24.00 to \$28.00 an hour.

*Hospitality House offers a comprehensive benefits package for all full-time employees which includes 100% medical insurance including mental health coverage, dental and vision insurance, long and short term insurance, life insurance, and 401k.*

**HH Employment is available to eligible people regardless of religion, race, color, national origin, sex, or disability.**