



Pathways to Housing

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 1 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.

Rate of Pay

\$20.00 - \$22.00 per hour.

Benefits

- Medical Insurance.
- Dental Insurance.
- Vision Insurance.
- Life Insurance.
- Long-term Disability Insurance.
- Voluntary Short-term Insurance.
- 401k.
- 11 paid holidays.
- 11 paid sick days.
- 5 paid vacations in first year (gradual increases commensurate with seniority).

POSITION SUMMARY

Under the supervision of the Shelter Manager, the Case Manager 1 position is responsible for assuring quality service to all program participants in a compassionate, professional, and cost-effective manner. A successful candidate is able to work under pressure, meeting tight deadline including daily CalAIM data entry and other related duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Shelter Duties

- Supervises guest activities and responds to all questions and concerns with timeliness, care, and compassion.

- Explains program requirements and regulations to new guests.
- Ensures guest program compliance with care and compassion.
- Provides shift coverage.
- Under the direction of the Shelter Manager, performs housekeeping and other maintenance tasks as needed.
- Provides emergency assistance to guests, residents and co-workers as necessary.
- Maintains staff area cleanliness.
- Addresses disharmony and/or criminal issues in a timely and appropriate manner.
- Role models positive, professional behavior including in appearance and communication with others.
- Maintains the Shelter log ensuring activities are entered timely and accurately.
- Writes and submits incident reports and written violations in accordance with Hospitality House policy.
- Documents and notifies the appropriate Manager of guest concerns, potential workflow problems, and/or any exceptions to policy that impact program security.
- Adheres to staffing schedules in order to provide adequate/safe staffing coverage and to accomplish program objectives.
- Maintains working knowledge of fire, safety, and health standards to assure a safe work environment for clients and all personnel.
- Recognizes and performs the duties of a mandated reporter as outlined in federal, state, and local regulations as appropriate.
- Maintains grounds security at all times.
- Ensures confidentiality and data privacy standards are met or exceeded at all times.
- Attends and participates in one-on-one meetings with the Shelter and Housing Personnel Manager, weekly staff meetings, and team building gatherings.
- Under the direction of the Shelter and Housing Operations Manager, coordinates bed assignments, smoke breaks, and other daily routines.
- Attends and participates in one-on-one meetings with the Department Supervisor, weekly staff meetings, and team-building gatherings.
- Other duties as assigned.

Case Management Duties

- Serves as liaison to law enforcement or Emergency Medical Technicians as needed.
- Serves as the primary contact to the Shelter Management Team.
- Reviews all new intakes packets ensuring guest history is recorded accurately.
- Completes and approves Out of County Exception Forms.
- Reviews all logs nightly for accuracy and timely completion.
- Ensures that the Shelter and Community Advocate job duties are completed with compassion and clear direction.
- Under the direction the CalAIM Shelter Case Manager Supervisor, maintains a minimum caseload as outlined by Department Supervisor
- Ensures vital documents and applications are completed accurately and on time.
- Serves as the outreach department warm handoff liaison.
- Ensures guests are connected to benefits as appropriate and applicable.
- Offers emotional and practical support during the housing search process.
- 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.
- Travels as required for home visits, appointments with guests, and other community activities.
- Assists at Hospitality House sponsored events as needed.

Duties as a Hospitality House Employee

- Serve as an agency ambassador.
- Adhere to staffing schedules in order to provide adequate/safe staffing coverage and to accomplish program objectives.
- Foster open and collaborative relationships with other team members and management.
- Develop healthy community relationships and maintain a positive program image.
- Maintain working knowledge of fire, safety, health, and work standards to help provide a safe and positive environment for all.
- Attend and participate in regular one-on-ones with immediate supervisor. Attend and participate weekly staff meetings and team building gatherings as required.
- Ensure confidentiality and data privacy standards are met or exceeded at all times.
- Recognize and perform the duties of a mandated reporter as outlined in federal, state, and local regulations as appropriate.
- Ensure agency programs are available to eligible residents regardless of religious belief or affiliation, race, color, national origin, handicap, or sexual orientation.
- Assist at Hospitality House sponsored events as needed.
- Maintain grounds security at all times.
- Travel as required.
- Other duties as assigned.

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.

BUSINESS NECESSITY

The needs of Hospitality House may be dependent on responding to and anticipating rapidly changing external and internal demands in all aspects of how business is conducted. This may include, but is not limited to, organization structure, finances, goals, personnel, work processes, technology, and customer demands. Therefore, it may become necessary to make modifications to how business is conducted, and work is accomplished, with minimal or no advance notice to employees. Accordingly, the employee must be capable of adopting with minimal or no advance

notice, to change in how business is conducted, and work is accomplished, with no diminishment in work performance.

SAFETY AND SECURITY

All employees are responsible for observing safety and security procedures as applicable and reporting potentially unsafe conditions to management.

SUPERVISORY RESPONSIBILITIES

There are no supervisory responsibilities related to this position.

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.

EDUCATION AND/OR EXPERIENCE

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of volunteers, shelter guests and employees of the organization.

COMPUTER SKILLS

To perform this job successfully, an individual should have knowledge of: Database Software (HMIS preferable); must have knowledge of Microsoft Office Suit (Word, Excel, and Office 365). Effectively utilizes computer programs to access, input, and retrieve work-related information.

CERTIFICATES, LICENSES, REGISTRATIONS

Current vehicle insurance and a valid CA state driver's license.

OTHER SKILLS, ABILITIES, AND QUALIFICATIONS

- Other duties as assigned.
- An interest in working with members of vulnerable populations especially those experiencing homelessness.
- Understands and adheres to Health Insurance Portability and Accountability Act regulations.
- Can ensure that agency programs are available to eligible people regardless of religious belief, or affiliation, race, color, national origin, handicap, or sexual identification or orientation.
- Can ensure confidentiality and data privacy standards are met or exceeded at all times.
- Maintains working knowledge of fire, safety, health, and work standards to help provide a safe and positive environment for all.
- Recognize and perform the duties of a mandated reporter as outlined in federal, state, and local regulations as appropriate.

- Has exceptional people skills.
- Possesses 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.
- Holds a firm understanding of self-care and actively engages in it as a means to decompress.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, sit and walk (including up and down stairs); use hands to finger, handle, or feel; reach with hands and arms; talk and hear; smell.

The employee must occasionally lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is typically moderate to high with high levels of distraction.

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