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## **Housing Case Manager**

*Non-Exempt, Fulltime Position*

*\$32.23 per hour (includes \$1.50 bilingual pay)*

*The Position is based primarily in the Watsonville Office and will follow non-traditional hours (weekends and evening will be required)*

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### **WHY JOIN US**

We are activists, advocates, feminists, leaders, empower-ers striving to create a world free from violence and abuse.

We are committed to serving as leaders for social change for the benefit of the community through advocacy, shaping policy and collaborating with community partners.

Our workplace is dynamic, filled with daily adventures as we continually self-exam our work, and who we are from a programmatic, gender, and equity lens.

Now, imagine yourself working for a social justice organization that helps transform lives and communities...

### **THE OPPORTUNITY**

Under the supervision of the Housing Manager the **Housing Case Manager** is responsible for providing Case Management for our holistic housing program for individuals and families that have experienced domestic violence, sexual assault and/or human trafficking.

The position involves orienting all eligible participants to the program and providing housing search and supportive services to promote participants self-sufficiency, integration into the community, and permanency in housing; performing administrative tasks involved in the review and maintenance of a caseload of program participants. The principal duties are performed both in a general office environment and out in the field and community where program participants reside.

### **WHO YOU ARE**

- You work well independently and able to thrive in a socially progressive and dynamic environment while being a decisive leader.
- You have a Bachelor's Degree in human services preferred or equivalent work experience and two years housing case management experience.
- You have demonstrated leadership, initiative, and self-motivation.
  
- You have excellent written and verbal communication skills particularly listening, mediation, and writing skills.
- You have demonstrated ability to prepare materials with accuracy and timeliness; ability to pay close attention to details.
- You have demonstrated experience in exercising excellent judgment and handling and protecting confidential and sensitive information.

- You have knowledge and belief in “Housing First” philosophy and strategies.
- You have knowledge or understanding of tenant’s rights and responsibilities as well as “strengths based” case management.
- You have concentrated record keeping, budgeting, and mathematical skills; ability to produce required reports to federal, state, and local government agencies and funding sources.
- You have knowledge of community resources, social service agencies, and landlords.
- You have substantial knowledge of personal computers and experience with nonprofit fund accounting programs and MS Office software, including Word, Excel, and Outlook Access.

## **YOUR SKILLS and ABILITIES**

- Fluency in English and Spanish is required.
- You have the ability to work with people of diverse ethnic, cultural, religious, socio-economic, sexual, and political orientations.
- You possess strong organizational skills with ability to meet a demanding workload.
- A commitment to empowering others to solve their own problems
- The ability to establish and set appropriate limits with persons served to help them gain skills and confidence.
- You have the ability to work collaboratively with other personnel and/or service providers or professionals.
- You have the capacity to maintain a role to empower clients and to intervene appropriately to meet service goals.
- You have a sense of humor and demonstrate grace under pressure.
- You must be professional, gracious, and culturally embracing.
- You are a creative thinker with an adaptive personality.
- You can embrace change and are innovative.

## **WHAT YOU’LL DO**

- You will assess housing barriers of individuals and families experiencing homelessness to determine housing and service needs.
- You will develop a housing procurement, financial, and self-sufficiency case management plan with clients. This shall include intake interview to determine client’s needs, goals, and eligibility.
- You will provide mediation and advocacy with landlords on the client’s behalf to develop a workable plan to obtain and or maintain housing.
- You will assist participants in locating and securing housing of their choice.
- You will create and maintain consistent communication channels, both verbal and written, between several parties (i.e. tenant, landlord, referral source, collaborating agencies, debtors and creditors).
- You will serve as an ongoing liaison between property managers and participants as well as between participants and neighbors.
- You will provide information and referral assistance regarding available support from appropriate social service agencies and/or community programs.
- You will assist in development of and encourage adherence to a personal budget through proactive housing and budget counseling sessions; provide budget counseling and education to assist clients in establishing payments plans for bills and past debts and to assist clients in obtaining and maintaining their housing.

- You will assist participants in development of a strength-based/solution-focused individualized goal and action plan that promotes permanent housing and self-sufficiency; develop an effective, timely referral network in order to ensure ongoing direction and support as needed.
- You will identify participant strengths and barriers to stability and assist participants to reducing barriers and linking to resources and services.
- You will provide pro-active follow-up home visits to ensure stability and further progress towards self-sufficiency; this includes support, advocacy, reducing isolation, listening, problem solving, and identification of resources to assist with reintegration of participants in the community.
- You will apply knowledge of residential lease contracts to educate clients of their rights and responsibilities.
- You will maintain accurate daily logs records, monthly outcome reports, and files for each client.
- You will collect and report program data.
- Other duties related to the specific classification as assigned.

## **THE FINE PRINT**

While performing the duties of this job, the employee is regularly required to walk; sit; drive; use fingers and hands to handle or feel; and talk or hear. The employee must occasionally lift and/or move up to 25 pounds.

Maintain physical and mental composure while dealing with emergencies, crisis situations and deadlines. Legally and physically able to drive personal or agency vehicle during and after work hours.

## **BENEFITS & PERKS**

### **Keeping you healthy**

We take a holistic approach to wellness physical, emotional, and financial. Our comprehensive benefits package includes:

- Up to 100% agency paid medical, dental, vision, and life
- 403B retirement benefit with up to 4% employer match
- Flexible Spending Account available

### **Balancing your Life**

Work-life balance is an essential aspect of self-care. That's why we provide generous time off policies for everything life throws your way. Whether it's a new baby, a family, or a nasty cold, even a pandemic, we've got you covered.

- 16 Holidays and Paid Time Off benefits for regular employees.
- Last Friday of each month office closures and winter office closure.
- Self-care retreats.

### **How we collaborate**

We cultivate comradery between all Monarch staff and programs supported by a range of fun activities that bring us together.

- Agency Engagement Committee
- Diversity Equity Inclusion Committee

**TO APPLY:**

**Send your cover letter and resume clearly outlining  
your qualifications in PDF format to  
[careers@monarchsc.org](mailto:careers@monarchsc.org)**

MONARCH SERVICES IS AN EQUAL OPPORTUNITY EMPLOYER.

WE VALUE AND WELCOME DIVERSITY OF ETHNIC, CULTURAL, RELIGIOUS, SOCIO-ECONOMIC, POLITICAL  
BACKGROUNDS, SEXUAL ORIENTATION/IDENTIFICATION AND ABILITIES.

We take pride in being a family-friendly and green-certified workplace.