



Job Title: Housing Coach Case Manager

Division: Housing Division

Reports to: Housing Division Manager

ORGANIZATION OVERVIEW

Beyond Emancipation (B:E) supports transition aged youth with experience in the foster care or probation systems in their transformation to live healthy, connected, productive lives. Since 2010 B:E has worked to develop, integrate and now disseminate an approach to services based on coaching principles and techniques. The resulting model: *Creative Connected Resourceful and Whole* ensures youth have support to build capacity, expand possibilities and achieve greater fulfillment and success while staying on track with life objectives in five core areas: housing, education, employment, permanency and wellness.

POSITION SUMMARY

B:E's Housing Division supports women and children, and single youth 18-24, who have emancipated from the foster care system by providing safe housing and supportive services in one of three programs; Community Housing, HOST Housing and the Family Unification Program (FUP).

The Housing Coach/Case Manager is a member of the Housing Division team at Beyond Emancipation. The goal of the Housing Coach/Case Manager is to provide a combination of coaching and case management support to youth who reside in Beyond Emancipation Community Housing program. He or she will coordinate additional supportive services and provide linkages to other resources in the community for residents and their children. The Housing Coach/Case Manager will be assigned at the one of the three (3) community housing sites and will work specifically with the youth residing in that house. The Housing Specialist Case Manager reports to the Housing Division Manager.

ESSENTIAL FUNCTIONS

- Manage and ensure high quality housing and services in B:E's Housing division including Community, HOST and FUP housing. Ability to be on-call via phone 24 hours per day.
- Coordinate and implement program development and housing and service innovation initiatives to strengthen services and to improve client outcomes. Assure that housing services are provided from a strength-based, client centered and culturally relevant perspective;
- Seek out, honor and promote the voice of current and former foster and probation youth in developing, delivering and improving services;

- Fulfill the housing division's property management function including ensuring that housing is kept at capacity, tenants meet all eligibility requirements and properties are maintained in a safe, clean, financially sound manner that is consistent with all appropriate housing standards;
- Coordinate property maintenance, including on-call maintenance for emergencies, preventative maintenance and work order administration with outside vendors;
- Generate timely rent rolls, related reports, delinquency notifications, and collection activities and implement appropriate systems to reduce tenant receivables;
- Hire and supervise division staff including the Community, HOST and FUP Housing staff; Residential Counselors and Peer staff and support their professional development; monitor staff performance and productivity through general observation, review of case notes, review of client satisfaction surveys and in supervisory conversations;
- Partner with local universities and B:E's other Division Managers to recruit, supervise and support interns;
- Utilize the data base to monitor the timely delivery and documentation of services. Assist in refining the data base so that it becomes an increasingly effective tool for reporting service provision and measuring client outcomes;
- Develop and support staff to implement use of cohorts to building community within the housing division and to support youth to achieve transition, wellness and stabilization goals;
- Actively support staff skill development and implementation of coaching – both 1:1 and cohort – within division and organization as a whole;
- Partner with other Division Managers to maintain and respond to opportunities to enrich the close collaborative relationship with the Independent Living Skills Program (ILSP);
- Develop and nurture strong collaborative partnerships with Alameda County's Social Services Agency, the Next Steps Collaborative (First Place, Abode and BAYC), Fred Finch Youth Center, Casey Family Programs and other public and community-based organizations to ensure coordinated, high quality housing and services. Actively network with external housing partners serving current and former foster youth in the East Bay region;
- Actively partner with B:E's Division Managers to develop, coordinate and communicate about housing and services on behalf of young people served;
- Work with Director of Programs to ensure a strong and effective programmatic and contract partnership with Alameda County, and program compliance with other funders;

- Ensure all division activities and data are tracked accurately. Produce reports as needed. Partner with Director of Programs to develop and implement systems to track youth and housing outcomes; and to actively use outcome data to build strong, evidenced based services;
- Partner with Director of Programs and development staff to identify and pursue new funding sources;

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.

QUALIFICATIONS

- Master's degree in social work, psychology or related field preferred; or a combination of a bachelor's degree and 3-5 years of residential work experience;
- Experience providing direct services in a residential setting;
- Experience working with at risk adolescents and/or diverse young adult populations;
- Commitment to strength-based, client-centered services;
- Willingness to learn and commitment to improving the lives of former foster care youth.

As mandated by Community Care Licensing (CCL), an offer of employment for this position will be contingent upon successful completion of a background check, including fingerprinting. The successful applicant will also have TB test clearance, possess a valid California driver's license, and maintain a clean DMV record.

PHYSICAL DEMANDS

- Requires driving personal vehicle on home visits regularly. Travel area includes greater Bay area to Sacramento.
- Must be able to remain in a stationary position 50% of the time
- Occasionally ascends/descends stairs
- Occasionally moves or transports equipment weighing up to 50 pounds

EQUAL OPPORTUNITY

We recognize that in order to better serve our clients we need to continue to build an organization that supports, understands and lives diversity - in our staffing and in our values. Our commitment to a coaching model is a step towards building a supportive community and we encourage diverse candidates who will be a leader in integrating our work and values to transform the life of our clients. B:E is an equal opportunity employer, and we seek to develop a diverse workforce.

COMPENSATION AND HOURS

This is a full time (40 hour per week), exempt, salaried position. Your schedule will vary based on need and could extend into the early evening, with some weekend hours, but will primarily be M-F. Salary range is \$47,000 - \$50,000 depending upon experience. Benefits are generous, with 80% paid employee health and dental insurance and 50% dependent coverage. Paid time off includes vacation, sick, and personal days, as well as holidays. Voluntary vision and retirement plans are also available.

HOW TO APPLY

To apply, please submit a cover letter, resume to Lavina Desilva, Director of Programs at ldesilva@beyondemancipation.org.