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JOB ANNOUNCEMENT

OurTransHomeSF BILINGUAL CASE MANAGER

Part Time, 24 hours a week, \$31-33 an hour, depending on experience

About St. James Infirmary:

St. James Infirmary (SJI) offers free, confidential, nonjudgmental medical and social services for Sex Workers (current or former) of all genders and sexual orientations. We are the first occupational health and safety clinic in the U.S. run by Sex Workers for Sex Workers! St. James Infirmary works actively to combat racism, classism, misogyny, homo- and transphobia, ableism, and all other forms of oppression that lead to discrimination, stigma, and marginalization.

Philosophy:

There are many factors which affect the working conditions and experiences for all Sex Workers including the political and economic climate, poverty and homelessness, stigmatization, violence, as well as the overwhelming intricacies of the legal, public and social systems. It is the philosophy of The St. James Infirmary to build upon existing skills and strengths in order to allow individuals to determine their own goals while providing culturally competent and non-judgmental services.

OurTransHomeSF:

OurTransHomeSF (OTH) is a program that provides housing assistance and stabilization support for unhoused and marginally housed Trans and Gender Non-Conforming (TGNC) individuals through short-term independent living housing (the Bobbi Jean Baker House), housing navigation services, and a rental subsidy program. The Housing Navigator primarily supports the housing navigation services and rental subsidy program while the Case Manager primarily supports the Bobbi Jean Baker House.

Position Overview:

The OTH Case Manager is responsible for the case management of the Bobbi Jean Baker House residents. Duties include reviewing applications, interviewing applicants, determining eligibility and appropriateness for placement in the house according to established policies and procedures criteria; providing dedicated case management services to those housed at the Bobbi Jean Baker residence; mediate conflict-resolution conversations and accountability processes; serve as the liaison between house residents and St. James to ensure house needs are met and attended to in a timely fashion within budget parameters; and develop individualized care plans with each resident to work toward achieving stable housing. Care plans can range from focused case management, therapy, assistance creating a budget/savings plan or applying for jobs, housing readiness assessments, and assistance accessing and enrolling into housing programs or permanent housing placement. The Case Manager is expected to

employ a harm reduction, trauma-informed care philosophy, using motivational interviewing and a participant-centered framework to develop care plans. The Case Manager works closely and collaboratively with the OurTransHomeSF Housing Navigators, House Managers, Director of Housing, Operations Director and Lead Mental Health Clinician.

Maintenance of thorough and accurate records in both written form and database and strong de-escalation and crisis intervention skills are required. This position is office and field based. In addition to working in a typical office environment, the Case Manager will be required to spend a significant number of hours present at the house. The goal is to work with TGNC communities and partner organizations to identify TGNC individuals currently experiencing or at risk of homelessness in need of immediate housing support, assess the individual for eligibility, enroll them into the Bobbi Jean Baker house program, and create a participant-centered care plan to support them in obtaining long-term housing stabilization.

Duties and Responsibilities:

- Review applications, determine eligibility, and assess applicants for appropriate placement at OurTransHomeSF's Bobbi Jean Baker House in accordance with OurTransHomeSF's policies and procedures.
- Facilitate intake and on-boarding process for new residents moving in and graduation process for residents moving out.
- Mediate conflict-resolution conversations and accountability processes; serve as the liaison between house residents and St. James to ensure house needs are met and attended to in a timely fashion within budget parameters.
- Provide individualized, dedicated case management to all residents of the Bobbi Jean Baker house, and additional case management services for other OurTransHomeSF participants placed at scattered sites if capacity allows.
- Assess the needs of TGNC housing participants and develop individualized case plans that address systemic issues, substance use, occupational health, medical health, mental health and other related issues that impact a person's capacity to maintain housing. Build on the participants' existing assets to help them achieve the goals they identify for themselves while in short term housing with the aim of achieving long-term housing stabilization.
- Assist participants in achieving their care plan goals through coordinating care linkages and referrals with SJI staff, OTH Housing Navigators, and outside providers.
- Have knowledge of and maintain regular contact with community service providers to maintain linkages, including holding regular case conferences when appropriate.
- Facilitate linkages to community resources including medical care, therapy and/or psychiatry, educational, social, pre-vocational, vocational, transportation, communication, rehabilitative, and syringe access, and other support services as appropriate.
- Participate in program development and management, including, but not limited to, developing referral flows, quality improvements efforts, tracking deliverables, outcomes, and participant satisfaction.
- Maintain timely and confidential documentation using an electronic medical records database.
- Attend staff meetings, OurTransHomeSF team meetings, clinical supervision, and applicable staff trainings.
- Meet regularly with the Director of Housing Services and Lead Mental Health Clinician.
- Offer and request feedback on performance, and ensure participants are receiving the best possible services.
- Other related duties and responsibilities to support the work of St. James Infirmary as assigned.

Skills and Qualifications:

- ASW/LCSW/AMFT/LMFT/PCC/LPCC; OR 2+ years relevant case manager experience
- Highly self-motivated, self-directed and excited about housing program development
- Strong de-escalation and crisis intervention skills and experience
- Passion for ending homelessness experienced by TGNC communities
- Ability to maintain non-judgmental attitude and display of unconditional positive regard when working with TGNC persons experiencing homelessness
- Experience in or extensive knowledge of the sex industry and occupational health and safety issues affecting/impacting Sex Workers and TGNC individuals
- Possess an understanding of harm reduction, trauma-informed care principles and programming
- Commitment to cultural humility and experience working with people of different racial and ethnic backgrounds, gender identities, sexual orientations, people who use substances – including injection drugs – those experiencing homelessness, people with mental health challenges, people with disabilities, and people living with HIV/AIDS and/or Hepatitis C
- Commitment to SJI and OTH mission and values, and proven ability to provide outstanding leadership, and work cooperatively with other colleagues and community members with the highest degree of integrity
- Knowledge of legal issues undocumented TGNC are facing
- Knowledge of name and gender-marker change process for TGNC people
- Ability to have a “whatever it takes” attitude when working with individuals facing barriers
- Ability to work collaboratively in a team and independently
- Ability to work in a field-based position with flexible hours
- Creative problem-solving skills
- Must be able to perform electronic data entry and precise documentation
- Excellent written, verbal, and interpersonal communication skills
- Highly organized and strong attention to detail
- Ability to thrive and multitask in a fast-paced environment
- Capable of protecting sensitive information in a confidential manner
- Microsoft Office, Web/Internet, Social Media, and general computer literacy
- Bilingual English/Spanish required.

HOW TO APPLY:

Please submit a thoughtful cover letter explaining your interest in St. James Infirmary and where/how you found out about this career opportunity. Email your cover letter and resume to anita.oshea@stjamesinfirmary.org. Please write your name and the title for this position (“Your Name – Housing Case Manager”) in the subject line of your email. Incomplete applications will not be considered.

St. James Infirmary is an equal opportunity employer. *We strongly urge candidates with sex work experience who are trans or gender non-conforming, and/ or people of color to apply.*

BENEFITS

St. James Infirmary offers a competitive salary, commensurate with experience and skills, health insurance, vision and dental insurance, and other employee benefits.