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JOB DESCRIPTION: Case Manager Supervisor

“Taimon Booton” Navigation Center Case Manager Supervisor
Salaried Position, Full Time: 40hrs/wk, \$80,000 annually

Are you passionate about improving the lives of unhoused people by offering care and genuine sanctuary? Do you want to contribute to ending gender-based violence by providing shelter and consistent care to transgender and gender nonconforming (TGNCI) people and ciswomen experiencing homelessness? Do you want to improve your skills for providing case management while contributing to the creation of a new and innovative program? St. James Infirmary is seeking a Lead Front Desk person for our new Navigation Center in San Francisco, serving TGNCI people and ciswomen.

About St. James Infirmary:

The St. James Infirmary is a peer-based occupational health and safety clinic for sex workers of all genders. It is our mission to meet the needs of people engaged in the sex trade through advocacy, direct services, and social justice. St. James Infirmary works actively to combat racism, class inequality, misogyny, homophobia and transphobia, ableism, and all other forms of oppression that lead to discrimination, stigma, and marginalization.

Position Overview

The Navigation Center Case Manager Supervisor leads a clinical team at a live-in facility for 60+ people in San Francisco. You will lead a large, diverse, multi-disciplinary team in providing a nurturing, welcoming and safe place for unhoused TGNCI people and ciswomen to begin their healing and housing process at this harm reduction-based, holistic, TGNCI and sex worker-centered Navigation Center. The team will work collaboratively to provide a nurturing, welcoming and safe place for unhoused TGNCI people and ciswomen to begin their healing and housing process at this harm reduction-based, holistic, TGNCI and sex worker-centered Navigation Center. Working with the leadership of the Shelter Site Managing Director, you will provide well-rounded, thorough assessment, monitoring, and evaluation of participants’ plans and progress, while connecting participants with the resources necessary for their well-being. This will be the first TGNC specific navigation center in which TGNC leadership, and cultural competencies will be centered in all aspects of the job duties and responsibilities.

JOB DUTIES AND RESPONSIBILITIES

- Supervises and Managers a team of 3 case managers.
- Works under the Site Director and Housing Director to meet the case management needs of all participants.
- Designs participants' care plans by assessing treatment needs; developing, monitoring, and evaluating treatment plans and progress; facilitating interdisciplinary approaches; connecting participants with staff and further resources, and monitoring staff performance.
- Admits new participants by reviewing records and applications; conducting orientations.
- Determines participants' requirements by completing intake interviews; determining need for therapeutic medical, psycho-social, and psychiatric evaluations; reviewing therapist evaluations, treatment objectives, and plans.
- Establishes treatment programs by setting schedules and routines; coordinating services being provided; arranging resources, including transportation and escort.
- Monitors cases by verifying participants' attendance; observing and evaluating treatments and responses; advocating for needed services and entitlements; obtaining additional resources; intervening in crises; providing personal support.
- Maintains participants' records by reviewing case notes; logging events and progress.
- Communicates participants' progress by conducting weekly interdisciplinary meetings and evaluations; disseminating results and obstacles to therapeutic team and family; identifying treatment influences.
- Prepares participants' discharge by reviewing and amplifying discharge plans; coordinating discharge and post-discharge requirements; orienting and training family members; providing resources.
- Improves staff competence by providing educational resources; balancing work requirements with learning opportunities; evaluating the application of learning to changes in treatment results.
- Improves treatment results by studying, evaluating, and re-designing processes; implementing changes; rewriting policies and procedures.
- Meets budget by monitoring expenses; implementing cost-saving actions.
- Prepares reports by collecting, analyzing, and summarizing treatment and results data and trends; compiling statistics; completing grant and subsidy applications.
- Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
- Enhances department and organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
- Attend trainings as scheduled and assigned
- Other duties as assigned by the Program Director

QUALIFICATIONS:

- LCSW (Licensed Clinical Social Worker) is required.
- Experience working with at-risk populations and/or adults with multiple disabilities. Good working knowledge of and sensitivity to individuals with mental health issues such as: PTSD, psychosis, borderline behaviors, bi-polar, and more.
- Experience working with people who use drugs in a harm reduction model. Understanding of criminalization and stigma, resulting in barriers that people who use drugs experience to accessing health care and other services. Experience with and commitment to trauma-informed care.
- Experience in or detailed knowledge of the sex industry and occupational health and safety issues affecting/impacting sex workers
- Experience of and desire to work in social justice settings. 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.
- Ability to work independently
- Strong organizational skills
- Experience collecting and entering data; intermediate computer skills
- Some evening and weekend hours required
- Spanish language skills desired

PHYSICAL REQUIREMENTS:

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

- The employee is frequently required to stand, walk, sit, and reach with hands and arms, to use a computer and smell. The employee must be able to climb stairs.
- The employee is frequently required to use hands to hold objects, writing instruments, or files; and talk and hear.
- The employee must occasionally lift/or move up to 25 pounds.
- Specific vision abilities required by this job include ability to read, close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- This position requires the ability to review and share the organization’s secure electronic and physical files with other program staff; the person in this position will also have access to the organization’s and other highly confidential information.
- This position includes direct, in-person service provision. Because of this, the employee must have the ability to perform the job at the program location.
- The employee must be able to follow oral directions in an emergency situation.

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 jobs@stjamesinfirmary.org. Please write your name and the title for this position (“Your Name – Case Manager Supervisor”) in the subject line of your email. Incomplete applications will not be considered.

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

Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records.

Relocation reimbursement is NOT available for this position.

If an offer is extended, qualified candidates must provide proof of eligibility to reside and work within the United States without sponsorship.

Benefits:

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