



Job Title: Housing Care Manager (HCM) Program
Program/Dept.: Community Supports (CS) Program
Classification: Temporary, Full-Time/ Non-Exempt
Salary Range: \$18.00
Reports to: Community Supports (CS) Supervisor
Location: 4879 E. Kings Canyon Road, Fresno, CA 93727
Date: March 6, 2024

1. AGENCY

The Fresno Center (TFC) is a non-profit organization that was established in the past 30+ years, serving the community of Fresno County. TFC offers 20 different support services that include mental health, wellness, and healing, from immigration to education advocacy to clinical behavioral services to holistic wellness services. TFC is the one-stop shop that promotes cross-cultural understanding and cultural preservation. Eight of our 20+ programs focus on mental health services (Horticultural Therapeutic Community Centers Program, Living Well Center, Holistic Wellness Program, California Reducing Disparity Project, Central Valley Regional Center Latino and Southeast Asian Navigator Program, and Kaiser Community Benefits Program). Our motto is to “Inspire, Empower, and Cultivate”. Our commitment is to equip staff with the best training and practices to develop and maintain client loyalty and be the employer of choice in the Central Valley.

The Fresno Center’s Mission Statement: To assist individuals in becoming self-sufficient, self-fulfilled and productive members of the community while fostering cultural preservation and promoting cross cultural understanding.

The Fresno Center’s Vision: The Fresno Center will be a champion for positive change through empowerment, education, and collaboration.

2. THE PROGRAM

The Fresno Center (TFC) is a contracted provider of DHCS-approved Community Supports (CS). Community Supports (CS) are services or settings that are offered in place of services or settings covered under the California Medicaid State Plan and are medically appropriate, cost-effective alternatives to services or settings under the State Plan. TFC CS Program is contracted to provide Housing Transition Navigation Services, Housing Deposits, and Housing Tenancy and Sustaining Services.

3. POSITION SUMMARY

Housing Case Manager/Navigators Provides a variety of office and field activities to manage and monitor a rapid re-housing/transition-in-place program for families, performs direct client services, and compiles related documentation.

4. JOB DUTIES & RESPONSIBILITIES

- 4.1. Assessing member’s eligibility and determining their housing and service needs
- 4.2. Review, maintain, and update housing plan
- 4.3. Assist with benefits advocacy and services related to housing applications
- 4.4. Perform outreach duties such as booth and tabling at events, referral intakes, etc.
- 4.5. Collaborating with government agencies, community organizations, and property owners
- 4.6. Provide information and referral assistance regarding available support from appropriate social service agencies and/or community programs
- 4.7. Document all activities and program data as required in order to claim/bill for services as applicable
- 4.8. Ensuring members and landlord understand their rights and responsibilities
- 4.9. Provide coaching on developing and maintaining key relationships with landlords/property managers
- 4.10. Investigating and resolving member and landlord issues 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
- 4.11. The Fresno Center (TFC) has experience providing outreach and health education and will provide outreach, education, and dissemination of COVID-19 information to disproportionately impacted populations in several ways.
- 4.12. Host in-person events, virtual events, and forums to connect and link with clients and actively attends community events, such as the Hmong New Year post gatherings, clan meetings, and the Lao New Year Celebration.



4.13. Leverage TFC's pre-scheduled events, such as our drive-thru food distribution, to outreach to clients weekly to distribute information flyers about COVID-19, and to educate clients about COVID-19 health prevention and mitigation.

5. MINIMUM QUALIFICATIONS:

- 5.1 Must have transportation and a valid California Driver's License
- 5.2 Clean DMV record and valid vehicle insurance
- 5.3 Must pass background check/Live Scan and Drug Test
- 5.4 Commitment to the mission and values of the agency
- 5.5 Committed to community building and development

6. COMPETENCY:

- 6.1. Strong leadership skills
- 6.2. Bilingual in Spanish or Hmong language preferred
- 6.3. Knowledgeable of healthcare programs: Covered California and Medical
- 6.4. Prior knowledge and experience of governmental systems and policy changes
- 6.5. Ability to inspire, empower, and cultivate self and others
- 6.6. Ability to adapt to various environments.
- 6.7. Strong leadership skills
- 6.8. Ability to inspire others
- 6.9. Ability to maintain motivation to achieve goals while dealing with challenges.
- 6.10. Knowledge of public and private agency services available for housing needs
- 6.11. Prior knowledge and experience of governmental system and policy changes
- 6.12. Demonstrated ability to work effectively as a part of the management team
- 6.13. Maintains professional working relationships with coworkers, clients, families, community stakeholders, and multidisciplinary providers, grantors, funders, and contractors
- 6.14. Works independently and exercises professional judgment
- 6.15. Able to handle multiple tasks simultaneously
- 6.16. Strong analytical, mediating, and negotiation skills
- 6.17. Excellent organizational and case management skills

7. PERSONAL QUALITIES

- 7.1. Accountable
- 7.2. Diligent and organized.
- 7.3. Ethical and loyal
- 7.4. Punctual
- 7.5. Flexible
- 7.6. Problem-solver
- 7.7. Creative
- 7.8. Honest

8. WORK ENVIRONMENT:

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

9. TYPICAL WORKING CONDITIONS:

- 9.1. The office setting is a normal environment.
- 9.2. Occasionally work during early morning, evening, or weekend.
- 9.3. May be subject to temperature variances in the office.
- 9.4. The noise level in the work environment is usually moderate but may become excessively loud with the increased patient flow during a busy day.



10. TYPICAL PHYSICAL DEMANDS.

- 10.1. Requires sitting, standing, or walking for up to eight hours a day.
- 10.2. Some bending, stretching, or reaching may be necessary.
- 10.3. Lifting to 40 pounds may be required on occasion.
- 10.4. Vision must be correctable to 20/20
- 10.5. Hearing must be in the normal range for telephone contact.

11. POSITION TYPE AND EXPECTED HOURS OF WORK:

- 11.1. Full-time, typical work hours are between 8:00 am to 5:00 pm, Monday to Friday
- 11.2. Evenings and weekends as needed.

12. TRAVEL:

- 12.1. Travel time is expected for the position. Travel time includes travel to meetings, off-site training, or between job sites, as needed, locally.
- 12.2. Individuals may also be expected to use their own vehicle to travel and with mileage reimbursement.
- 12.3. A company car may be used when transporting a client to and from his or her placement, or field activities.

13. REQUIRED EDUCATION AND EXPERIENCE:

- 13.1. Bachelor's degree or higher in psychology, social work, or liberal studies
- 13.2. Experience in social work and case management

14. BENEFITS:

- 14.1. Medical, vision, and dental coverage.
- 14.2. Life insurance coverage at annual salary.
- 14.3. Sick leave, per personnel policy.
- 14.4. 401k retirement plan, after completion of 90 days of employment; potential 3% match.
- 14.5. Vacation, per personnel policy
- 14.6. Holidays per personnel policy

15. Affirmative action plan/Equal employment opportunity (AAP/EEO):

It is the policy of The Fresno Center to provide equal employment opportunities without regard to race, color, religion, sex, national origin, age, disability, marital status, veteran status, sexual orientation, genetic information or any other protected characteristic under applicable law. This policy relates to all phases of employment, including, but not limited to, recruiting, employment, placement, promotion, transfer, demotion, reduction of workforce and termination, rates of pay or other forms of compensation, selection for training, the use of all facilities, and participation in all company-sponsored employee activities. Provisions in applicable laws providing for bona fide occupational qualifications, business necessity or age limitations will be adhered to by the company where appropriate.

As part of the company's equal employment opportunity policy, The Fresno Center will also take affirmative action as called for by applicable laws and Executive Orders to ensure that minority group individuals, females, disabled veterans, recently separated veterans, other protected veterans, Armed Forces service medal veterans, and qualified disabled persons are introduced into our workforce and considered for promotional opportunities.