

Job Title: CalAIM Care Manager – Housing Navigation

About Jewish Family Services of Silicon Valley (JFS SV):

Jewish Family Services of Silicon Valley (JFS SV) empowers individuals and families facing life's challenges by providing quality human services inspired by Jewish values. Since our inception in 1977, we have remained committed to our vision that children, adults, and families in our community have access to affordable and meaningful professional services that help give them a better life. The agency's programs are available without regard to race, religion, sexual orientation, or ability to pay.

JFS SV is dedicated to improving healthcare outcomes through comprehensive and innovative programs. As part of our mission, we are committed to the successful implementation and ongoing management of the California Advancing and Innovating Medi-Cal (CalAIM) initiative. We are seeking an experienced CalAIM Care Manager to join our dynamic team.

Job Summary:

The CalAIM Care Manager – Housing Navigation will play a pivotal role in providing comprehensive care management services to clients enrolled in Community Supports under the California Advancing and Innovating Medi-Cal (CalAIM) initiative. The Care Manager for Housing Navigation supports clients through all phases of homelessness, including but not limited to on-the-street, interim housing, transitional housing, and permanent housing. The Care Manager will also ensure clients receive the necessary support and resources to improve their health outcomes and quality of life. This role involves meticulous data entry, accurate program tracking, and efficient client referrals to CalAIM Community Supports programs.

Key Responsibilities:

Housing Navigation:

- Conducts intake and individualized needs assessment for all clients and collaborates to develop plans that addresses housing goals, maintaining/increasing income, and other personal goals identified by the client including medical, mental health, substance use, financial resources, vocational, and social support needs.
- Provides referrals, linkages, information, and support to resources that help clients to achieve their goals.
- Evaluates strengths and challenges to addressing short-term and long-term goals, conducts a 90-day review with the client after initial intake.
- Support clients with housing coordination and access to housing resources.
- Communicate and build relationships with potential landlords.
- In coordination with Refugee Case Managers, Older Adult Case Managers and the Community Outreach Specialist;
 - Address the housing needs of clients.
 - Process checks for new security deposits for clients.

Client Care Management:

- Conduct comprehensive assessments to identify client needs, strengths, and preferences.

- Develop and implement individualized care plans in collaboration with clients and multidisciplinary teams.
- Monitor and evaluate client progress, adjusting care plans as needed.
- Provide ongoing support and follow-up to ensure clients achieve their health goals.

Data Entry and Program Tracking:

- Accurately enter client information, assessments, care plans, and progress notes into the Apricot system.
- Maintain up-to-date and precise records to ensure compliance with organizational and program requirements.
- Generate and analyze reports to track program outcomes and performance metrics.

Client Referrals:

- Identify and refer clients to appropriate CalAIM Community Supports programs, such as housing services, food assistance, and mental health resources.
- Coordinate with external agencies and service providers to facilitate smooth transitions and comprehensive care.
- Follow up on referrals to ensure clients receive the necessary services and support.

Collaboration and Communication:

- Work closely with healthcare providers, social workers, and other community resources to deliver integrated care.
- Participate in interdisciplinary team meetings to discuss client cases and develop coordinated care strategies.
- Serve as a liaison between clients, families, and service providers to enhance communication and service delivery.

Education and Advocacy:

- Educate clients and their families about available resources, benefits, and services.
- Advocate for clients' needs and rights within the healthcare and social services systems.
- Provide clients with information and support to empower them in managing their health and wellbeing.

Qualifications & Skills:

Education: Bachelor's degree in Social Work, Nursing, Public Health, or a related field. Master's degree preferred.

Experience: Minimum of 2 years of experience in care management, case management, or a related field within healthcare or social services. Experience with CalAIM programs is a plus.

Skills:

- Strong organizational and time management skills.
- Excellent communication and interpersonal skills.
- Proficiency in data entry and experience with the Apricot system or similar database systems.
- Ability to work independently and as part of a team.
- Knowledge of community resources and services.

- Sensitivity to cultural, socioeconomic, and psychosocial issues.

Additional Requirements:

- Valid driver's license and reliable transportation.
- Ability to pass a background check and drug screening.
- Willingness to travel within the community to meet with clients and service providers as needed

Salary and Benefits:

Salary Range: \$70,000-\$75,000 annually

This position is full-time, 37.5 hours/week. Salary is commensurate with qualifications and experience of the selected candidate.

Benefits include medical, dental, and vision care; company contributions to 401(a) retirement plan; generous paid time off, supportive colleagues; and a positive work environment in an office setting.

Jewish Family Services of Silicon Valley is an equal-opportunity employer and values diversity at all levels of the organization. We do not discriminate based on race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status