



POSITION TITLE: Case Manager/ Resource Navigator

REPORTS TO: Program Manager- Case Management

FLSA STATUS: Non-Exempt

JOB TYPE: Full Time -In Person

SALARY: \$24.00 to \$30.00 per hour

POSITION SUMMARY:

The Resource Navigator provides client centered, comprehensive case management support to individuals experiencing homelessness by completing timely assessments, developing individualized case plans, and guiding clients toward housing, income stability, and overall self-sufficiency. This role collaborates closely with shelter teams, housing navigators, and community partners to ensure coordinated care, effective service referrals, and progress toward key program goals. The Case Manager is responsible for accurate documentation, data compliance, and maintaining a trauma-informed, culturally competent approach. Success in this position includes achieving strong client engagement, measurable progress on case plan goals, increased income for eligible clients, and positive housing outcomes within required timeframes. This position may require occasional driving to perform job-related duties.

Why St. Mary's Community Services?

- Mission-Driven Leadership – Be at the heart of an organization dedicated to serving the most vulnerable.
- Strategic Influence – Shape policies and initiatives that uplift lives and drive systemic change.
- Collaborative Environment – Work alongside a passionate team, community partners, and dedicated stakeholders.
- Sustainable Impact – Lead an organization committed to long-term solutions for housing, healthcare, and social support.



Essential Duties & Responsibilities

Client Support and Case Planning

- Conduct preliminary assessments within 24 hours of client entry, working with internal teams to address immediate needs.
- Ensure 95% of clients receive an intake assessment within 48 hours of client entry.
- Ensure that 90% of clients have a completed individualized case plan within 5 days of entry.
- Develop individualized case plans that address housing, income, education, health, and self-sufficiency goals.
- Provide ongoing case management, including weekly follow-ups, progress monitoring, and barrier resolution to ensure that 80% of clients are making measurable progress on at least one case plan goal every 30 days.
- Assist clients in accessing employment services, job training programs, and income building opportunities.
- Support clients in obtaining identification, public benefits, health care, and CalAIM services.
- Promote campus services and programs to support clients' health and wellness goals.
- Maintain a professional, trauma-informed, culturally competent approach in all interactions.

Service Coordination

- Collaborate with internal teams (Shelter teams, Housing Navigators, Engagement Specialists) to ensure coordinated client care.
- Provide Case Management in Shelters, Day Center, Hygiene Center, and in locations on campus where clients use services to meet weekly case plan meeting goals.
- Communicate clearly with Shelter team and regarding client needs, concerns, and successes.
- Participate in case conferencing meetings and multidisciplinary team discussions.
- Refer clients to community partners, including behavioral health providers, workforce agencies, housing resources, and legal aid, with 80% of clients referred to employment services attend intake or follow-through appointments.
- Ensure at least 40-60% of eligible, work-ready clients increase their income through employment, job training, stipends, or benefits enrollment.
- Ensure that 60% of clients exit to positive housing outcomes (reunification, transitional housing, permanent housing, or stable, temporary placement) within 6 months of entering shelter services.
- Be willing to act as an advocate for our clients and their complex needs in interactions with community partners.



Data Quality & Compliance

- Will complete 100% accuracy on required documentation and HMIS data fields.
- Ensure compliance with agency policies, HMIS data standards, and confidentiality laws.
- Complete on-time submission of all reports and participation in audits or case reviews.
- Ensure 95% of case notes are entered within 48 hours.
- Complete all required documentation and training to ensure that agency and funder requirements are met.
- Prepare required reports on client progress, outcomes, and program performance.
- Help maintain a safe, respectful, and solution-focused shelter environment.

Physical & Mental Requirements

Mobility: Ability to frequently walk, stand, and move throughout shelters, day centers, hygiene centers, and other campus locations, and to sit at a desk or workstation for extended periods while completing documentation, data entry, assessments, and reports; occasional bending, reaching, or climbing stairs as required.

Lifting: Ability to lift, carry, or move files, supplies, or client belongings up to 20 lbs. occasionally.

Visual: Ability to perform close-up work, read electronic and paper records, and use computers and mobile devices for extended periods.

Hearing/Talking: Ability to hear, understand, and communicate clearly with clients, staff, and community partners in person, by phone, and in environments with moderate noise.

Emotional/Psychological: Ability to maintain emotional resilience, sound judgment, and professionalism when working with individuals experiencing homelessness, trauma, mental health challenges, or crisis situations.

Environmental: Ability to work in shelter and campus-based settings with varying noise levels, occasional outdoor exposure, and frequent interaction with diverse client populations and behaviors.



What You Bring:

- Associate's or Bachelor's degree in social work, Psychology, Human Services, or a related field preferred. Relevant certifications in case management, behavioral health, or crisis intervention are a plus.
- 1–2 years of direct case management, homeless services, social services, or related experience required.
- Valid California Driver's License and Proof of Personal Liability Insurance
- Experience working with diverse and vulnerable populations, including individuals with mental health, substance use, or complex social barriers.
- Familiarity with community resources, housing programs, employment services, and public state and federal systems.
- Experience completing assessments, creating service plans, and providing ongoing client support.
- Strong assessment, problem-solving, and crisis-intervention skills.
- Ability to develop individualized case plans and guide clients toward measurable goals.
- Effective communication skills, including the ability to collaborate with multidisciplinary teams.
- High level of organization and time-management; ability to meet required deadlines and targets.
- Data entry accuracy and proficiency using case management systems (HMIS experience preferred).
- Ability to maintain professionalism, boundaries, and a trauma-informed, culturally competent approach.
- Strong advocacy skills to support clients navigating complex service systems.
- Ability to work on-site across shelters, day center, and campus service locations.
- Bilingual skills (English/Spanish) preferred.



Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Health insurance
- Vision Insurance
- Paid time off

SMCS is an Equal Opportunity Employer. We are committed to creating a diverse and inclusive workplace that values and respects all individuals. Employment decisions are based on merit, qualifications, and business needs, without regard to race, color, religion, creed, national origin, ancestry, age, disability, medical condition, genetic information, marital status, sex (including pregnancy, childbirth, breastfeeding, or related medical conditions), gender, gender identity, gender expression, sexual orientation, military or veteran status, or any other status protected by applicable federal, state, or local laws.