



Title: Case Manager

Department: Homeless and Housing Services

Program: Interim Housing

Reports To: Program Manager

Valley Oasis provides comprehensive services designed to address the root causes of poverty and homelessness within the Antelope Valley. Participants may present with complex needs, including mental health conditions, substance use, chronic medical concerns, and experiences of homelessness.

The Interim Housing Case Manager is responsible for providing housing-focused case management and on-site support to participants in both site-based and motel-based interim housing programs. This role ensures participants are actively engaged in services that support movement toward permanent housing while maintaining a safe, structured, and responsive program environment.

The Interim Housing Case Manager manages a caseload of participants with varying levels of need, providing individualized support, service planning, and connection to resources. In addition to case management responsibilities, this role supports daily program operations, including participant engagement, safety monitoring, and coordination of activities across shifts and locations.

This role operates within a shared team model that balances housing-focused case management with program coverage responsibilities. Case Managers are assigned both participant caseloads and scheduled shifts to ensure consistent service delivery and program coverage across site-based and motel-based interim housing programs.

This position requires flexibility in scheduling and may include morning, evening, weekend, and holiday shifts to ensure coverage across program operating hours. The Interim Housing Case Manager works collaboratively with program staff, the Senior Interim Housing Specialist, and the Interim Housing Manager to support participant stability, safety, and successful transitions to permanent housing.

Essential Job Functions:

- Coordinate and manage a caseload of participants experiencing homelessness and complex barriers, including trauma, medical and mental health needs, and substance use
- Develop and maintain Housing and Services Plans (HSPs) with participants, outlining goals and action steps toward securing permanent housing
- Meet regularly with participants to monitor progress, provide support, and address barriers to housing stability
- Assist participants with housing applications, documentation, identification, benefits, employment resources, and connections to community services
- Provide coaching, education, and support related to independent living skills, housing readiness, communication, and daily living activities as appropriate to participant needs
- Coordinate referrals to internal and external service providers, including healthcare, mental health, substance use services, and other supportive resources
- Support participants in navigating systems and accessing available resources, including problem-solving assistance and financial resources when applicable

- Track participant progress, length of stay, and program milestones to support timely transitions to permanent housing
- Participate in a shared coverage schedule to support program operations across site-based and motel-based settings, including morning, evening, weekend, and holiday shifts
- Provide on-site support during assigned shifts, ensuring a safe, structured, and responsive environment for participants
- Communicate participant updates, operational concerns, incidents, and shift-related information to staff and leadership to support continuity of care and program operations across shifts
- Assist with monitoring site conditions, participant living areas, and shared spaces to support a safe, clean, and functional program environment and communicate maintenance or safety concerns to leadership as appropriate
- Assist with routine inspections, cleaning support, preparation, organization, and light upkeep of participant rooms, cottages, and shared program spaces to support health, safety, program readiness, and overall site functionality
- Support participant orientation and reinforce program expectations, rules, and engagement practices
- Monitor participant activity and address concerns related to safety, behavior, and program compliance
- Respond to crisis situations and support de-escalation efforts while maintaining participant and staff safety
- Assist with coordination of participant flow, including intakes, room assignments, and transitions between program components
- Assist with intake, enrollment, orientation, and transition activities to support timely participant placement and continuity of services
- Maintain awareness of program operations across shifts and communicate updates, concerns, and incidents to staff and leadership as appropriate
- Document all participant interactions and services within required timelines in HMIS or other designated systems
- Maintain accurate and up-to-date participant records, ensuring compliance with agency and funder requirements
- Assist with tracking program activity, including occupancy, participant movement, and service delivery
- Support completion of required reports, logs, and documentation for program operations and compliance
- Ensure documentation is accurate, timely, and aligned with program expectations and funding requirements
- Work collaboratively with Interim Housing staff and other internal programs to support coordinated service delivery
- Participate in case conferencing, team meetings, and care coordination efforts to support participant progress
- Communicate effectively with staff, participants, and community partners to ensure continuity of care and services
- Build and maintain professional relationships with community partners and service providers
- Provide immediate and professional responses to safety incidents or emergencies within the program environment
- Maintain strict participant and agency confidentiality at all times
- Attend required meetings, trainings, and community events
- Support other programs and departments as needed to ensure continuity of services
- Escalate incidents, safety concerns, staffing issues, or other significant matters to the designated leadership as appropriate

- Perform additional duties, projects, and responsibilities as assigned by Supervisor in support of agency goals, program operations, and program outcomes, including responsibilities not specifically outlined in this job description

Knowledge, Skills & Abilities:

- Strong understanding of Housing First, Harm Reduction, Trauma-Informed Care, Motivational Interviewing, and the Coordinated Entry System
- Knowledge of homeless services systems, public benefits, and community resources available to individuals and families experiencing homelessness
- Understanding of barriers impacting participants experiencing homelessness, including domestic violence, behavioral health, substance use, and economic instability
- Knowledge of HMIS, CHAMP, and similar housing assistance or case management systems
- Ability to promote cooperation, teamwork, and commitment toward program goals
- Ability to exercise sound judgment and appropriately escalate concerns when needed
- Excellent verbal and written communication skills
- Ability to communicate professionally and effectively with participants, staff, leadership, community partners, and funders
- Ability to maintain professional boundaries and confidentiality
- Ability to work collaboratively with internal staff, County partners, community providers, volunteers, and diverse populations
- Ability to demonstrate professionalism and maintain composure in sensitive or high-stress situations
- Strong organizational skills and attention to detail
- Strong problem-solving, critical-thinking, and decision-making skills
- Ability to manage multiple projects, meet deadlines, and adapt to changing circumstances
- Strong time management and multitasking abilities in a fast-paced environment
- Ability to effectively engage participants experiencing crisis or high levels of stress
- Ability to respond appropriately to crisis situations and potentially hostile environments
- Ability to support staff and participants dealing with behavioral health, substance use, homelessness, and related challenges
- Ability to provide culturally responsive and participant-centered services
- Proficiency in Microsoft Office, Google Workspace, HMIS, and ability to learn new systems quickly
- Ability to operate standard office equipment
- Ability to maintain accurate records, documentation, and reporting requirements
- Ability to work a flexible schedule, including evenings, weekends, and emergency response services as needed
- Ability to travel throughout Antelope Valley and Los Angeles County; use of a personal vehicle may be required
- Ability to read and write in English; bilingual abilities preferred but not required
- Demonstrated accountability, reliability, punctuality, and attendance consistency

Role Clarification:

The Interim Housing Case Manager does not have supervisory authority and is not responsible for staff performance management, scheduling, or disciplinary actions.

This role is responsible for managing participant services and supporting program operations during assigned shifts, including resolving routine participant and operational concerns. The Case Manager is expected to

exercise independent judgment in day-to-day interactions while maintaining alignment with program expectations and established procedures.

During assigned shifts, this role may serve as the primary point of contact for participant needs and routine operational concerns; however, this position does not make staffing, disciplinary, or program-level decisions.

Escalation to the Senior Interim Housing Specialist or Interim Housing Manager is required for complex, high-risk, or non-routine concerns, including those involving safety, staffing, compliance, or program-level decisions.

This role does not function in a supervisory or managerial capacity.

Qualifications & Experience:

- High School Diploma or equivalent required; Bachelor's Degree in Social/Human Services or related field preferred
- Minimum one (1) year of experience in case management or direct service with individuals experiencing homelessness or similar populations
- Experience working in interim housing, shelter, residential, or crisis housing settings strongly preferred
- Experience with Homeless Management Information System (HMIS) or similar database systems preferred
- Strong knowledge of community resources and service systems
- Ability to work flexible schedules, including evenings, weekends, and holidays
- Relevant experience may be substituted for education.

Agency Requirements:

- Valid California Driver's License required
- Reliable transportation required
- Current auto insurance required
- Clean driving record required

Physical Demands & Work Conditions

To successfully perform the essential functions of this position, an employee must be able to meet the following physical demands and work conditions:

- May interact with individuals experiencing crisis, illness, substance use, or challenges related to personal hygiene and safety awareness
- May encounter unpleasant environmental or sensory demands associated with substance use, mental health symptoms, or lack of personal care
- May experience crisis situations and potentially hostile situations, must be ready to respond quickly and effectively.

An employee is required to:

- Walk and climb stairs
- Handle, grasp and manipulate objects and equipment
- Reach above shoulder level and below waist
- Communicate effectively verbally and in writing
- Move quickly and safely between locations
- Perform repetitive hand, wrist, and finger motions
- Climb stools, steps, or ladders as needed

- Work outdoors in varying weather conditions
- Lift and carry up to 20 lbs.

Benefits:

Health	Employee Assistance Plan	Paid Sick
Dental	Cafeteria 125 Plan	Paid Vacation
Vision	Retirement Plan	Personal Days
Life Insurance	14 Observed Holidays	

Schedule:

Flexible schedule - 40 hours per week. Days and hours may vary and may include mornings, evenings, weekdays, weekends, and holidays based on program needs

Compensation:

Salary Range: \$23.00 - \$25.00 per hour, depending on qualifications and experience

This is a full-time, non-exempt position.

An Equal Opportunity Employer: Selection will be based solely on merit and will be without discrimination because of age, race, sex, religion, national origin, marital status, sexual orientation, mental or physical disability.