

Good News Rescue Mission  
Job Description, 2025

**Position Title:** Encampment Case Manager  
**Ministry Department:** Outreach Services  
**Reports To:** Guest Service Manager  
**FSLA Status:** Hourly, Non-Exempt  
**Status:** Full-Time; \$22-25 per hour

### **Job Summary**

The Encampment Case Manager is pivotal in providing comprehensive case management services to individuals living in encampments. This position involves working closely with an outreach team to engage with and support individuals experiencing homelessness. The Case Manager assesses needs, develops individualized plans, and connects clients with resources and services to promote stability and well-being.

### **Key Responsibilities**

- Collaborate with the outreach team to identify and engage individuals living in encampments.
- Conduct comprehensive assessments to determine needs, strengths, and barriers to stability.
- Develop and implement individualized case plans in collaboration with clients, focusing on housing, health, employment, and other areas of need.
- Provide ongoing support, advocacy, and crisis intervention to clients, including accompanying them to appointments and meetings.
- Coordinate with community agencies, service providers, and other stakeholders to access client resources and support.
- Monitor client progress, document interactions, and maintain accurate case records.
- Conduct regular field visits to encampments to build rapport, assess needs, and provide support.
- Advocate for clients' rights and access to services, including housing, healthcare, and social benefits.
- Participate in team meetings, trainings, and professional development activities as required. Examples: Harm Reduction, Trauma Informed Care, De-escalation training, First Aid, Motivational Interviewing, and Crisis Intervention.
- Perform other duties as assigned by the Guest Service Manager or Outreach Lead.

### **Performance Expectations**

- Excellent communication and interpersonal skills.
- Ability to establish trust and build rapport with individuals experiencing homelessness.
- Strong organizational and time management skills.
- Empathy, compassion, and a nonjudgmental attitude.
- Cultural sensitivity and awareness of social justice issues.
- Flexibility to adapt to changing priorities and work in a fast-paced environment.
- Commitment to social justice, equity, and human rights.

### **Required Qualifications**

- High School Diploma or GED (Associate Degree preferred)

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- 1+ year of experience in housing navigation/case management
- Familiarity with homelessness and housing resources
- Strong documentation skills
- Valid CA driver's license and reliable transportation

**Work Environment:**

The work environment characteristics described here are representative of those an employee may encounter while performing the essential functions of this job. The environment is pleasant overall, though employees may occasionally have exposure to cold temperatures. The noise level is usually moderate.

Employees may encounter irate or irrational clients, who may or may not be under the influence of mind-altering substances such as cocaine, marijuana, alcohol, etc., or who may be mentally or physically disabled.

Employees may also be regularly exposed to some risk of communicable diseases from guests at the facility, including potential exposure to tuberculosis (TB) and other respiratory illnesses.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to walk, talk, and hear. The employee is also regularly required to sit and occasionally required to stand. Good manual dexterity is required for tasks involving the use of hands to operate a computer keyboard, handle objects, and perform detailed work. The employee is also required to reach with hands and arms.

The employee must occasionally lift and/or move up to 50 pounds, including going up flights of stairs.

Specific vision abilities required for this job include distance vision, color vision, depth perception, and peripheral vision. The employee is also required to have close visual acuity for tasks such as viewing a computer terminal.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Pre-Employment Screening**

- Drug test
- Clean DMV record
- Must be insurable through GNRM's auto insurance provider.

This Encampment Case Manager position offers a rewarding opportunity to make a meaningful difference in the lives of individuals experiencing homelessness. We are seeking a dedicated

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and compassionate professional to join our outreach team and help support our mission of providing essential services to those in need.