



THE CITY OF FREMONT IS HIRING!

CASE MANAGER

MULTIPLE FULL-TIME POSITIONS AVAILABLE

Recruitment Timeline

First Review of Applications:

January 19, 2024

Interested applicants are encouraged to apply as soon as possible

Interviews:

Tentatively week of January 29

Compensation & Benefits

Monthly Salary Range:
\$7,162 - \$8,705

A summary of benefits can be viewed online: [Benefits Summary](#)

This position is represented by the City of Fremont Employee Association (CFEA) bargaining group.

[Apply Here!](#)



The City of Fremont's Human Services Department has exciting opportunities to join a dynamic team!

The Department

The Human Services Department (HSD) delivers and supports services by forging long-term community partnerships, engaging with and building the capacity of the community to do its own problem-solving, and leveraging financial and volunteer resources. The Department's nationally and internationally recognized programs support thousands of residents throughout their life course, from infants to elders. The department offers a working environment which is friendly supportive, collegial and where staff of many disciplines come together to problem solve, and compassionately assist those in need, learn together and share successes.

Positions Available

There are currently multiple case manager positions open, in the Fremont Family Resource Center Division and the Aging and Family Services Division of the Human Services Department. *(Please utilize the following links to obtain more detailed information about the specific positions which are being offered)*

- A. 1 Full-time benefitted position in the Fremont Family Resource (FRC) Division with potential openings soon. [Case Manager \(FRC\)](#)
- B. 2 Full-time benefitted positions in the Aging and Family Services (AFS) Division. [Case Manager \(AFS\)](#)

General Description for all Case Manager Positions

The Case Manager will perform professional and clinical social work with individuals and/or families who may have complex social and medical needs including health/mental health care, financial assistance, employment opportunities, as well as housing assistance.

The Case Manger position is characterized by the responsibility to provide comprehensive psycho-social assessments and develop and implement care plans.



Human Resources Department
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(510) 494-4660 | humanresources@fremont.gov
www.fremont.gov/humanresources

General Description Continued

These plans may focus on connecting clients to public benefits, obtaining budgeting skills, accessing medical care, and obtaining and maintaining stable living arrangements. The position works collaboratively within a team of professionals and community partners. In order to perform responsibilities, the Case Manager will be required to conduct site visits to homes where clients may reside, or in the field if clients are unhoused, and in other locations where clients are comfortable.

The complete class specification can be viewed [here](#).



Examples of Duties

- Manage a caseload of clients comprised of individuals which may be elderly or have complex medical and co-occurring conditions, including SUD, mental illness, or homelessness.
- Conduct comprehensive client assessments to develop appropriate service plans and monitor them closely.
- Assist clients to develop support systems to maintain independent living, self-sufficiency and family stabilization.
- Provide crisis intervention.
- Collaborate with supervisor, team members, and other Human Services programs and community agencies.
- Make site visits and provide other community interventions as needed.
- Conduct inter-agency and/or family conferences.
- Provide supportive counseling and advocacy for clients. Monitor services provided for each client.
- Maintain timely electronic documentation of services, reporting, and billing. Prepare and present training and educational programs and publicity materials. Supervise interns in graduate and undergraduate programs (as needed)
- Prepare written and statistical technical reports
- Enter and maintain client data in departmental health record system MyEvolv.

The Ideal Candidate

Qualified candidates will have considerable knowledge of the principles and practices of social services/social work provided to families and to individuals, including interviewing, diagnostic assessment, service plan development, service coordination, and care monitoring. Other qualifications include excellent English communication skills, the ability to work in a multi-disciplinary team setting, and familiarity with word processing, spreadsheet, and electronic charting programs. Familiarity with HMIS data collection system and Coordinated Entry and Problem Solving are desirable when working with unhoused clients.

Candidates with lived expertise and/or bilingual fluency in Spanish, Mandarin, or Farsi is desirable.

Education and Experience

Any combination of education and experience which has provided the knowledge and clinical skills necessary for satisfactory job performance would be qualifying. A typical way to obtain the required knowledge and skills would be:

- Master's degree in Psychology, Social Work, Counseling, Sociology, or a related field and one year of case work experience, **or**
- Bachelor's degree in Psychology, Social Work, Counseling, Sociology, or a related field and three years of social service experience, one year of which has been in a program serving individuals or families experiencing homelessness.

Licenses/Certificates/Special Requirements

This position requires the ability to travel independently within and outside City limits. Therefore, a valid Class C California Driver's License is required by time of appointment.

Application Process

Candidates may apply for this position by submitting a completed City application, resume and supplemental questionnaire through the online application system (Government Jobs) at: <https://www.governmentjobs.com/careers/fremontca>

Selection Process

The process may include oral panel and individual interviews, professional reference checks, and other related test components. Only those candidates who have the best combination of qualifications in relation to the requirements and duties of the position will continue in the selection process. Meeting the minimum qualifications does not guarantee an invitation to participate in the process.



Reasonable Accommodation: Human Resources will make reasonable efforts in the examination process to accommodate persons with disabilities. Please advise Human Resources of any special needs a minimum of 5 days in advance of the selection process by calling (510) 494-4660 or emailing humanresources@fremont.gov.

The City of Fremont is an Equal Opportunity Employer.

The information contained herein is subject to change and does not constitute either an expressed or implied contract.

SUPPLEMENTAL QUESTIONNAIRE

The completion of this supplemental questionnaire is required for your application to be considered for the Case Manager position and is an integral part of the examination process. This supplemental questionnaire will be used to assess your qualifications as it relates to the position. Your responses will be evaluated and compared to your application and will assist in determining which applicants will receive further consideration for the selection process.

When you apply online you will be required to respond to the following questions:

- 1.** Please be specific in answering the Supplemental Questions as they will be used to evaluate which applications will be given further consideration in the process. Do not answer “see resume” or “see application” as these are not valid answers. Select “Yes” to reflect that you have read and understand this statement.
 - Yes
 - No
- 2.** What is your highest level of education?
 - Did not complete high school or equivalent
 - High school diploma or equivalent
 - Some college
 - Associate’s degree
 - Bachelor’s degree
 - Master’s degree or higher
- 3.** In which field(s) did you receive your degree(s)? Additionally, list any relevant licenses and certifications you possess.
- 4.** How many years of case management experience do you have?
 - Less than 1 year
 - 1 year to less than 2 years
 - 2 years to less than 3 years
 - 3 years or more
- 5.** Briefly describe your case management experience. Please include your role and responsibilities, and the name of the organization(s) or employer(s) where you obtained your experience. *Please limit your response to 500 words or less.*
- 6.** List any language(s), other than English, in which you have proficiency and indicate whether you can speak, read, and/or write.
- 7.** Briefly describe any experience you have utilizing Alameda County’s HMIS System and/or the Coordinated Entry System. *Please limit your response to 500 words or less.*
- 8.** What is your proficiency with Medi-Cal documentation requirements?
 - No proficiency
 - Beginner
 - Intermediate
 - Advanced
 - Expert

SUPPLEMENTAL QUESTIONNAIRE CONTINUED

Write a response to the following supplemental question(s) that coincide to the position(s) you are applying for. *Limit your response to no more than 500 words for each question.*

Case Manager (Family Resource Center)

- What is your experience working with families who are facing housing instability? Tell us how you helped a household with a housing issue or crisis.
- What are the most common issues households face in maintaining their housing? What solutions have you found to be effective?
- Please describe your experience with working with the unsheltered population. From your perspective, what are the most common barriers to assisting a person experiencing homelessness with a transition into housing?

Case Manager (Aging and Family Services)

- Describe your professional experience working with adults 60 years old and older, including experience working with diverse populations.
- What motivates you to work with the older adult population? What techniques do you use to engage with older adults and build on their strengths during assessment and problem solving about their needs?