



H.I.R.E.

Hub for Integration, Reentry & Employment

H.I.R.E. Case Manager

Job Title: Case Manager

Supervisor: Programs Director

FLSA Status: Non-Exempt

Employment Status: Full-Time

Location: Hybrid: In Person (City of Orange) 80%, Remote (20%)

Pay Range: \$58,000-69,000 (DOE) plus health, dental, vision benefits

Organization

The Hub for Integration, Reentry & Employment (H.I.R.E.), a 501(c)(3) nonprofit organization, works to unify Orange County stakeholders and close gaps in social, political, and economic opportunities for justice-involved youth and adults. Founded in 2020, H.I.R.E. uses research informed and data driven strategies grounded in equity and justice to help returning citizens successfully reintegrate into the community.

Position Description

The Case Manager plays a critical role in providing direct support to individuals reentering the community following incarceration. This position is responsible for managing a caseload of clients, helping them navigate resources, and developing personalized plans that promote successful reintegration including offering guidance in areas such as housing, employment, education, and mental health services. Additionally, the Case Manager will coordinate with external service providers, community partners, and support networks to ensure a holistic approach to client success.

Duties and Responsibilities

Position Dimensions

- Assess clients' physical and mental wellness, needs, preferences, and abilities and using these to develop tailored care reentry plans.
- Work with clients, family and friend support networks and health care professionals to put care plans in place.
- Listen to clients' concerns and provide counseling or intervention as required.
- Meet with clients weekly (minimum) to assess and evaluate progress on reentry plan.
- Connect clients with community resources, including housing, job training, mental health services, and substance abuse programs.
- Record clients' progress including case notes, referrals, resources, home visits and other notable interactions.
- Evaluate clients' progress periodically and adjust as needed to improve outcomes.
- Provide ongoing support and resources to clients on caseload.
- Advocate on behalf of clients with various service providers and community organizations.

- Facilitate Workforce Ready Workshops and Reentry Support Groups that develop and foster soft skills to assist in obtaining and maintaining employment.
- Collaborate with the reentry team and other staff members to ensure comprehensive client support.
- Follow up with discharged clients to ensure they are satisfied with services, and they are still in good physical and mental health.
- Promote H.I.R.E. organization and events to the community at large.
- Demonstrate professional behavior in the workplace.
- Provide progress reports to the Director of Programs.

Reporting

- Track and report key metrics related to client outcomes.
- Maintain accurate and up-to-date client records and case notes; enter data into database in required timeframe ensuring complete and accurate reporting to Programs Director and CEO.

Overall Department Responsibilities

- Participate in training and other professional development opportunities to stay abreast of best practices, trends, research, and other information that would support quality and effective programs implementation.
- Attend all relevant department or organization meetings/events.
- Participate in organizational fundraising activities and special events like resource fairs or other community building activities.
- Maintain accurate and up-to-date electronic filing systems.
- Assist with grant and program reports, as needed, or requested.
- Assist with any other mission or organization-related tasks or duties as assigned.

Position Requirements

Education:

- Master's degree in Social Work, Psychology, Criminal Justice, or relevant experience/coursework strongly preferred, Bachelor's degree required.

Experience:

- Minimum 2+ years clinical social work/case management experience.
- Experience working with justice-involved individuals, homelessness, mental health, or related populations preferred.
- Those with lived incarceration experience strongly encouraged to apply.
- Ability to make psychosocial assessments and develop and implement care and reentry plans.
- Experience working with data systems and record-keeping skills.
- Knowledge of local community resources is a plus.

Core Competencies:

- Strong organizational, time management, and problem-solving skills with exceptional attention to detail.
- Excellent listening and communication skills.
- Ability to work collaboratively with diverse populations and service providers.
- Attention to cultural competence in all engagement activities.
- Willingness to work a varied schedule depending on the needs of the organization and/or client caseload.
- Proficient in basic computer applications such as word processing, spreadsheets, databases, and internet usage.
- A professional and resourceful style with the ability to work independently and as a team player.

Desired Characteristics:

- Bilingual Spanish/English preferred.
- Ability to thrive within a fast-paced, results-driven environment and work on multiple projects simultaneously and effectively.
- Committed to building positive relationships with all agency stakeholders, across levels, roles, and functions.
- Solutions and detail-oriented with exceptional organizational skills.
- Committed to the development and growth of a new organization, including duties that may be outside of the job description.

Confidential Information: Employees holding this position will have access to confidential personnel and client information, including client financial data, proprietary program design and intellectual property and, therefore, must pay particular attention to the Client Confidentiality section of the company's Employee Handbook.

Physical Demands: While performing the duties of this job, the employee is regularly required to sit, speak, hear, stand, and walk. The employee is frequently required to use hands to keyboard. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of this job.

Work Environment: The noise level in the work environment is usually moderate. While performing the duties of this position, the employee is occasionally exposed to outside weather conditions when driving to and from meetings. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Culture: At H.I.R.E., we're challenging the status quo through the power of diversity, inclusion, and collaboration. We believe that when different perspectives come together, we can spark innovation, create new possibilities, and unlock the full potential of our team.

We're committed to building a work environment where everyone feels appreciated, has a sense of belonging, and experiences growth and purpose.

We also know that meaningful work should be balanced with fun, and we're here to not only get things done but to enjoy the journey while making a real, lasting impact in our community.

We value and welcome individuals with lived experiences from all backgrounds, cultures, and perspectives, with an emphasis on those with lived incarceration experience. If you're passionate about making a difference, we want you to join us! H.I.R.E. is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

To Apply: Please email your resume and cover letter on why you would be a great fit for this position to recruitment@hireoc.org.