



monarch school
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Monarch School Project Rising Families Case Manager

Monarch School Overview

Monarch School Project nurtures resilience in unhoused youth and their families. We empower students to influence their own growth in the areas of academic success and social-emotional learning and we reinforce the existing strength of families so that students can thrive in school and in life. Monarch School is a K-12 public school providing up to 300 students daily with a WASC-accredited education, mental health support, social engagement opportunities, college and career preparation as well as basic necessities. Monarch School is a public-private partnership between the San Diego County Office of Education and the nonprofit, Monarch School Project (MSP), a 501(3) corporation. For more information, please visit www.monarchschoools.org.

Position Summary

The Rising Families Case Manager will oversee a caseload of 10-12 families enrolled in the Rising Families Housing Program. In this role, the Rising Families Case Manager will ensure all programmatic services are being delivered according to the Rising Families Housing Program model including regulations set forth by the Regional Task Force for Homelessness (RTFH), Equity in Action (EIA), Monarch School Project (MSP), and Brilliant Corners. This includes implementing and executing appropriate support services for clients and ensuring clients are meeting program goals based on a strengths-based, trauma-informed support system. The Rising Families Case Manager will complete weekly case notes, track relevant data, and ensure all data is correctly inputted into our database management systems to support the achievement of programmatic outcomes. The Case Manager will participate in weekly case conference meetings and collaborate effectively with all participating parties and agencies. The position requires a combination of administrative/office duties, field/outreach work, community outreach, and data management.

Reporting Relationship

Rising Families Case Manager reports directly to Rising Families Program Manager and then to the Director of Family and Alumni Engagement. This position also works closely with all team members and must be an impactful collaborator and communicator with Monarch's students, families, alumni, community partners and community members.

Supervisory Responsibilities

There are no supervisory responsibilities with this role.

Position Responsibilities and General Responsibilities

Case management

- Provide appropriate case management for program participants based on their needs to achieve strengths-based/solution-focused goals and case management plans to reduce barriers and promote permanent housing and self-sufficiency

- Meet weekly with caseload to ensure program participants are creating and achieving jointly created goals towards self-sufficiency
- Work closely with the Family Services Coordinator to connect program participants with appropriate community-based resources
- Ensure program participants are meeting program goals based on a strengths-based, trauma-informed support system
- Prepare notes and weekly Case Manager meetings for case conferencing and to ensure program accountability
- Complete ongoing risk assessments and support program participants accordingly
- Support program participants in gathering records and important documents
- Assess if program participants are eligible for employment, social security, disability insurance and assists in appropriate applications based on assessment
- Complete all case notes and documentation to ensure all necessary documentation is collected for program services eligibility
- Adhere to budgets, follows program goals and evaluations, and maintains policies and procedures
- On-time completion of assigned training and policies
- Perform other duties as assigned

Community Partnerships

- Collaborate and maintain ongoing meetings with all organizations affiliated with Rising Families
- Monitor and assist program participants with landlord and community provider support utilizing a strengths-based/solution-focused approach
- Assist with program participant-landlord communication, help build rapport, engagement, build skills so client and landlord work together to solve problems

Administrative

- Complete case notes and data collection tools on a weekly basis
- Monitor and review master files and assessment of data collected to assure all necessary documentation is collected for program services eligibility
- Ensure all data collected is correctly entered into HMIS and the data management system

Qualifications

- Demonstrate commitment to diversity, equity, inclusion, and social impact, with a high level of cultural awareness, sensitivity, and adaptability.
- Understanding of and commitment to best practices in DEIB, anti-discrimination, and anti-racism, with the ability to apply these principles in service delivery.
- Experience working with diverse populations, including families navigating trauma, poverty, housing instability, and major life transitions.
- Ability to develop culturally responsive programs and build strong relationships with historically underserved communities, particularly Black families. Candidates with experience working with Black communities or other historically marginalized groups are encouraged to apply.
- Commitment to the mission, values, and work of Monarch School Project.

Education and Experience

- Bachelor's degree in social work, social justice, or other related field required
- 1 year of case management experience required
- Experience with HMIS/CES highly preferred

Preferred Skills

- Strong understanding and use of Microsoft Office Google Suite.

Certificates and Licenses

- A valid California driver's license is required.

COVID-19

Monarch School Project employees must be fully vaccinated against COVID-19 and provide proof thereof, or receive an HR-approved medical or religious exemption. You are required to comply with the vaccination documentation requirements as soon as practicable and as a condition of employment. If you wish to be considered for a medical or religious exemption, you are expected to request an exemption in writing by emailing HR@monarchschoools.org as soon as possible.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is occasionally exposed to outdoor weather conditions. The noise level in the work environment is usually moderate.

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 20 pounds. While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to stand; sit; use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to walk; climb or balance; stoop, kneel or crouch.

Equal Opportunity Employment:

Monarch School Project is committed to non-discriminatory hiring practices that are focused on equity and inclusion and that balance experience and education as qualifications. MSP provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, genetics, national origin, protected veteran status, disability status, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

We value diverse perspectives and are committed to building an inclusive team that reflects the communities we serve. We encourage applications from individuals of all backgrounds, including underrepresented groups in our industry.

Job Status and Compensation

This is a full-time, hourly position, with a three-year commitment. Pay starting at \$22-25 per hour.

Competitive benefits package includes: Paid Time Off (PTO) starting at three weeks per year, eight paid holidays, five weeks of paid school breaks per year, Medical, Dental, Vision, and Life insurances funded by Monarch, FSA with employer contribution, 401(k) with 100% match of up to 6% of salary, and an Employee Assistance Program (EAP).

This position is funded by a restricted grant available through December 31, 2027, unless extended, and is contingent upon continued funding.

Application Process

Interested candidates should email a resume, cover letter, and one letter of recommendation to HR@monarchschoools.org with "Rising Families" in the subject line.