

Case Management/Job Description

Job Title: Case Manager

Reports To: Executive Director

Part time: 10-15 hours weekly

Job Summary:

- Provide shelter services and appropriate emergency housing for homeless individuals or families
- Provides support services to guests in hotels, including meal and med delivery.
- Develop programs and resources and formulate case plans that promote moving towards self-sufficiency.
- Ensure the safety of all residents by implementing, monitoring and enforcing the rules and regulations of communal living and overseeing the maintenance of the buildings and grounds.

Duties and Responsibilities:

- Intake Process: Completes an initial needs assessment and acts upon critical needs appropriately and immediately
- Assesses clients with CES intake, creates housing stability plan with guests.
- Orients clients to the shelter programs, requirements and responsibilities as outlined in the Shelter Agreement form and Household Responsibilities (signed by client and placed in file, copy posted in apartment)
- Support Services: Empowers clients to become involved in their own planning and goal setting and documents these goals. Is trained and utilizes reflective listening and Person Centered Practices
- Refers clients to appropriate resources to assist with meeting goals
- Meets twice weekly with clients to monitor goal progress and offer supports
- Evaluates the program for effectiveness and producing changes in client behaviors
- Participates in Crisis Intervention/Prevention training, Person Centered Practices and other trainings deemed necessary to the position
- Recordkeeping and Reporting: Maintains client files to include conversations, warnings, progress towards goals and documentation of any incidents
- Report critical incidents immediately to the Executive Director
- Collects data necessary to meet funding requirements and statistical reports
- Completes the Occupancy log, case management logs, turnaway reports and termination reports in a timely manner
- Property Management: Assures the safety of each property through frequent tours of the facilities inspecting for any hazards or repair needs Reports any hazards to the Executive Director for immediate repair

- Working with guests, volunteers and staff :Works in collaboration with program and all other agency staff to facilitate a team environment
- Role models effective team behaviors
- Demonstrates effective communication skills in building relationships with all employees and clients.
- Creates good working relationships with local area service providers and support groups to facilitate the access to area resources for the clients
- Treats all clients, visitors and employees with caring, kindness, respect and dignity
- Adheres to S.O.S. policies, procedures, code of conduct and attendance rules
- Maintains strict confidentiality of all information.
- Adheres to the policies in the use of computer technology and all telecommunication devices