Case Management/Job Description

**Job Title:** Case Manager  
**Reports To:** Executive Director  
**Part time:** 8-10 hours weekly

**Job Summary:**
- Provide shelter services and appropriate emergency housing for homeless individuals or families
- 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
- Orients clients to the shelter programs, requirements and responsibilities as outlined in the Guest 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
- Facilitates the repair process in collaboration with the Executive Director
- **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