

Job Title: Shelter Case Manager

Shift Time: M-F, hours vary between 8am-9pm, on call shelter coverage

Reports To: Program Director



Summary Description of Work:

This position helps clients achieve stabilization by assisting and advocating for them in obtaining housing, improving their financial situation, and accessing other needed resources.

Essential Duties and Responsibilities:

- Utilize effective motivational interviewing skills with clients.
- Complete client intakes and hold weekly case management meetings with clients.
- Assist clients in the identification of strengths, needs and goals. Develops an individualized service plan in cooperation with the client, include a plan to obtain and maintain permanent housing.
- Educate clients about available community resources and refer clients to appropriate community resources as needed.
- Assist and coordinate clients in locating, obtaining, and retaining suitable housing through housing search and placement services.
- Act as an advocate for client with other community resources and organizations.
- Daily HMIS documentation, case notes, file management, and file update/review, and follow ups.
- Screen for mental health and substance abuse and provide clients with resources and referrals when appropriate.
- Process requests for one-time financial assistance, as available, to assist in acquiring permanent housing.
- Provide crisis intervention and support when a client is experiencing a breakdown or disruption in their usual or normal daily activities by listening, collaborate, offer solutions, make referrals, and restore balance.
- Be available after hours for crisis intervention and provide resolution.
- Establish and maintain positive working relationships with clients, staff, community agencies, volunteers, and donors.
- Aid Program Director as requested regarding therapeutic groups, program implementation, and house meetings. This may include Case Manager leading groups related to employment, housing, trauma informed, and/or overall health and wellness.
- Lead weekly Seeking Safety Group Sessions for clients. Training will be available.
- Participate in area wide homeless committees/boards and network with other providers.
- Demonstrate and embrace an understanding of the Trauma-Informed Care model throughout all daily interactions with staff, clients, volunteers, and donors.
- Uphold the confidentiality of staff and clients.
- Attend staff meetings and trainings as requested.
- Assist Shelter Specialist staff during peak hours of operation with office and phone coverage.
- Abide by all Agency procedures, policies, and requirements.
- Performs other job-related duties as assigned.

Knowledge, Skills and Abilities

- Knowledge of or experience working with homeless population groups and individuals diagnosed with mental health issues.
- Ability to network with community providers and other agency programs in or to assist clients in accessing needed community resources.
- Ability to display a courteous and caring attitude at all times to clients, volunteers, staff, donors, and visitors.
- Ability to work with and relate to clients and be culturally sensitive.
- Ability to work independently and within a team.
- Ability to assess problems and identify a solution.
- Good communication skills both written and spoken.
- Ability to lead group discussions/work.
- Self-motivated
- Dependable and punctual
- Manages stress appropriately
- Flexible to changing situations
- Proficient Microsoft computer programming and online database skills

Qualifications/Requirements:

- Minimum of Bachelor Degree in Human Services, Social Work, Psychology or related field with related experience. Must be at least 18 years of age. No felony or domestic abuse related convictions.
- Bilingual, Spanish preferred.
- 2-3 years case management experience preferred.
- Valid driver's license, proof of liability insurance, and ability to drive personal vehicle for shelter business.

BENEFITS

- Employee Health Insurance
- Employee Dental Insurance covered at 100% by Employer
- Employee Vision Insurance covered at 100% by Employer
- Retirement (403b)
- PTO
- Plus many more!

EMPLOYEES UNDER THIS CLASSIFICATION ARE CONSIDERED "SALARIED EXEMPT" UNDER THE FAIR LABOR STANDARDS ACT AND ARE NOT ELIGIBLE FOR OVERTIME PAY

Employee Signature

Date

MICAH House is committed to equal employment opportunity. We do not discriminate based on an individual's race, sex, religion, color, national origin, physical or mental disability, age, marital status, sexual orientation, or any other basis prohibited by law.