**Logo, company name

Description automatically generated**

**SHALOM CENTER**

JOB DESCRIPTION

**Position: Case Manager**

**Department: Shelter Program**

**Reports to: Director of Shelter Programs**

**POSITION SUMMARY**

Through a professional and effective relationship with shelter clients, the case manager provides support and develops individualized case plans to assist homeless individuals with removing barriers to housing and obtaining the services needed to acquire long-term, stable housing. The Case Manager helps **families and individuals establish and work on short-term goals** to help them stabilize their lives and move toward securing more stable housing. Provide support services such as: information and referral, goal setting, problem-solving and linkages to any needed wrap-around services.

**Hours:** 40 hours per week, generally Monday-Friday, 8:00am – 4:30pm, some flexibility required.

**ESSENTIAL FUNCTIONS AND RESPONSIBILTIES:**

1. Provide case management services and support to individuals and families who are experiencing homelessness with compassion and respect.
2. Knowledge, understanding, and implementation of the Coordinated Entry Process, the principles of Housing First, and Shalom Center's mission, vision, and goals.
3. Cooperate with the Shelter Management Team planning for, overseeing, and contributing to the success of the shelter program.
4. Work effectively and collaboratively with the local continuum through the coordinated entry process.
5. Provide referrals and educate families about available resources, specifically healthcare, dental care, mental health care and child development.
6. Advocate for and assist individuals in getting enrolled in supportive services.
7. Facilitate with residents and collaborate with community agencies to provide individualized services.
8. Coordinate and provide care that is safe, timely, effective, equitable and “client-centered”.
9. Meet with clients weekly to maintain goals, expectations, and case management.

**DUTIES AND RESPONSIBILITIES:**

1. Maintain all required documentation in individual client file as well as into the Homeless Management Information System (HMIS).
2. Ensure accurate data quality standards are met and inputted into HMIS timely and accurately and keep current with all required HMIS trainings.
3. Identify client needs per information gathered from intake and various assessments.
4. Identify client barriers to obtaining housing and create an individualized service plan that is strength based with the goal of obtaining housing.
5. Provide direct case management services to client that includes connecting them with resources needed as determined by their case plan.
6. Provide intervention to ensure understanding, support, and encouragement for all residents.
7. Meet with the case management team on a regular basis to review client progress.
8. Assist all residents with services as case management positions may crossover and at times be shared.
9. Consult with Supervisor in a timely manner regarding client cases as challenges arise.
10. Maintain professional boundaries and resident confidentiality.
11. Maintain regular attendance at Homeless Awareness and Prevention Partnership (HAPP) and Coordinated Entry meetings and participation in the Point in Time Count.
12. Communicate effectively and efficiently with Shelter Supervisors.
13. Participate in agency meetings, staff meetings, trainings, community meetings and events as required by your supervisor.
14. Other duties as necessary.

**PREFERRED QUALIFICATIONS:**

1. Bilingual
2. Proven ability to apply theories of the Motivational Interviewing, Harm Reduction, and Trauma Informed approaches.
3. Proven ability to apply crisis intervention and de-escalation skills.
4. Knowledge and background in AODA and/or Trauma Informed Care, preferred.
5. Experience working with homeless populations is helpful.

**REQUIRED QUALIFICATIONS:**

1. Associate degree preferred in Social Work or related field
2. Must be 21 or older.
3. 1 - 2 years’ experience working in a professional human or social services capacity.
4. 1-year experience working within the community systems, referring, or case management.
5. Excellent written and verbal communication skills.
6. Excellent computer skills *(required proficiencies in Microsoft Office Suite)*.
7. Ability to work with a culturally diverse staff and client base.
8. Must pass a background check and drug test
9. Valid driver’s license (insurable)

***The Shalom Center is an equal-opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.***