

Shelter Case Manager

Job Description:

The Shelter Case Manager is a professional position that provides assessment, referrals, case management, and advocacy services to homeless families with children. The position is full time. The Shelter Case Manager will work as part of a dynamic, innovative team that provides services to families in the rotational shelter program. The Case Manager will report to the Shelter Coordinator.

Duties:

- Responsible for providing support and guidance in life skill development for families
- Screen incoming calls and provide necessary referrals
- Conduct intake assessments to include face-to-face evaluations with families referred for Family Promise services, determine family strengths and areas for improvement/growth in order to develop a family case plan that details actions to be conducted by guest family members and Family Promise staff.
- Assist with shelter enrollment and guest check-in for shelter families.
- Compliance with HUD rules, agency policies and procedures and contract requirements.
- Assist with management of the HUD Emergency Solutions Grant and other Rental Assistance programs, by providing case management and other supportive services to program clients. Maintain complete and accurate documentation of service objectives and outcomes in accordance with grant rules and regulations, agency policies and best practices.
- Advocate for needed services and entitlements as well as obtaining additional resources for families served.
- Maintain timely client records, review case notes and track progress in the Homeless Management Information System.
- Monitor client progress by participating in interdisciplinary meetings and evaluations.
- Support client's graduation by reviewing and strengthening exit plans, coordinating exit and post-exit requirements, and providing resources.
- Improve treatment results by studying, evaluating and making recommendations for changes to policies and procedures as needed.
- Meet program budgets by monitoring expenses and implementing cost-saving actions.
- Prepare reports by collecting, analyzing, and summarizing data and trends and compiling statistics.
- Update job knowledge by participating in educational opportunities, reading professional publications, and participating in professional organizations as appropriate.
- Promote and represent Family Promise throughout the community.
- Perform other duties as assigned by the Shelter Coordinator or other management staff.

Additional Responsibilities:

- Visit families at shelter locations.

- The job requires working on weekends and some evening hours.
- The Case Manager must possess exemplary interpersonal skills, and be able to interact with staff, board, guests, volunteers and vendors in a professional manner. Understanding of the broader community, its goals and homeless services network is needed for this position.
- Providing client transportation (Using agency vehicle)
- Opening and closing the Resource Center
- On-call responsibilities (After hours crisis support)
- Attendance at agency events
- Help maintain condition of shelter
- Working with volunteers, coordinating schedules for volunteers and independent contractors

Skills/Qualifications/Requirements:

- BSW in social work or related field
- Bilingual a Plus
- Effective Verbal and Written Communication
- Efficient/Timely Documentation Skills
- Attention to Detail
- Proficiency in Microsoft Office
- Effective Decision Making
- Conflict Resolution
- Integrity, Commitment and Passion
- Ability to Work Independently and Within a Team
- Ability to work on weekends
- Experience Working Directly with Low-Income or Homeless Families Preferred
- Ability to pass Background Check and Drug Test
- Must possess valid Florida driver's license and have reliable vehicle Required

Work Environment and Physical Demands

- Work is generally performed in an office environment or in the field.
- Infrequent lifting of materials of up to 50 pounds may be necessary.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.