

Loaves and Fishes for St. Louis Inc.

Job Description



Job Title:

Case Manager II

Job Summary:

The Case Manager II is responsible for monitoring the activities of shelter residents and ensuring compliance with program rules and expectations. Provide shelter services and appropriate housing assistance for homeless families or individuals. Utilize resources and formulate case plans that promote moving toward self-sufficiency. Ensure the safety of all residents by monitoring and enforcing guidelines.

Duties and Responsibilities:

Shelter Monitoring:

- Ensures a safe, secure, and efficient facility/shelter environment.
- Ensures the safety of residents and staff in fire and other emergencies.
- Ensures residents' compliance with agency policy and rules.
- Maintains residents' chore list. Makes sure supplies necessary to complete the chores are available, and chores have been thoroughly completed.
- Maintains laundry list. Makes sure all house laundry is done and stored correctly.
- Strips the bedding of former residents and makes sure they are laundered.
- Conducts inspections of the facility and grounds through periodic rounds to ensure security and safety.
- Oversees the distribution of in-kind donations (clothing, hygiene products, etc.) fairly and equally.
- Works with house mom/lead man coordinating efforts to ensure client safety and policy compliance.
- Holds mandatory group meetings with residents when needed.

Intake Process:

- Completes an initial needs assessment and acts upon critical needs appropriately and immediately
- Orients clients to the shelter programs, requirements, and consequences
- Assures that essential nutrition and hygiene needs are met
- Utilize a vulnerability assessment tool to prioritize clients and assist with case management

Case Plan:

- Caseload of one to two client files.
- Develops a comprehensive client-driven individualized strategic plan with both short- and long-term goals identified
- Completes a timeline and measures each goal
- Monitors progress towards goals in regularly scheduled weekly sessions
- Evaluate and adjust care plans as needed
- Empowers clients to become involved in their planning and goal-setting
- Refers clients to appropriate resources to assist with meeting goals
- Assures that goals are consistently being met and provides extensive casework to foster the transition from homelessness to permanent housing

Recordkeeping and Reporting:

- Maintains client files to include conversations, warnings, progress toward goals, and documentation of incidents
- Report critical incidents immediately to the Shelter Coordinator.
- Collects data necessary to meet funding requirements and statistical reports

Teamwork and Collaboration:

- Work in collaboration with the program and all other agency staff to facilitate a team environment
- Creates a good working relationship with service providers, CoC members, and support groups to facilitate access to area resources and encourage a collaborative effort to service clients
- Role models effective team behaviors
- Participates in team meetings and serves on CoC committees as requested
- Demonstrates effective communication skills in building relationships with all employees and clients
- Substitutes for other staff when the need arises

Knowledge, Experience, Skills, and Ability:

- Basic knowledge and understanding of human behavior, attitudes, and motivation.
- Working knowledge of current resources available to unhoused individuals
- Excellent written and verbal communication skills
- Skill in resolving conflicts and negotiating with others
- Skill in developing positive and productive participant relationships
- Ability to negotiate complex service systems to obtain needed services and resources for participants while not making decisions or performing activities that the participant is fully capable of performing
- Ability to develop and maintain accurate, legible, organized records and to prepare timely reports
- Ability to plan and organize working time effectively and to meet deadlines
- Ability to work collaboratively and professionally with state and local officials, employees, consumers, consumer families, guardians, public agencies, and the general public
- Ability to work effectively with persons from diverse cultures and backgrounds and to respect individual differences
- Ability to collect and analyze information in making decisions concerning a consumer's treatment
- Ability to handle confidential information appropriately
- Ability to recognize potential ethical problems and address them in an ethical manner
- Ability to work with autonomy or with minimum direction

Education Qualifications:

Bachelor's degree or equivalent experience working with an at-risk population, social work, community engagement, and/or background in civil service.

- Experience in assessment and crisis intervention preferred.
- Knowledgeable about the local system of care, including but not limited to the operation of the community providers, the HMIS system, and regional, state, and federal guidelines on homeless services a plus.
- Driving is required for this position. In addition, the successful candidate must possess a valid current driver's license and automobile insurance and be insurable under the agency's motor vehicle insurance policy.

LF Culture:

- Treats all clients, visitors, and employees with caring, kindness, respect, and dignity
- Adheres to LF policies, procedures, code of conduct, and attendance rules
- Maintains strict confidentiality of all information.

LF Core Values:

- **CARING** - We offer a light of hope and encouragement to those who feel lost and scared.

- **KINDNESS** - A simple act that makes a profound impact on the emotional wellbeing of others.
- **RESPECT**- Everyone deserves the right to be heard, regardless of financial or social status.
- **DIGNITY** - We honor the character and inherent value of each person.
- **STEWARDSHIP** - We hold ourselves accountable to our partners and clients by providing sound stewardship principles and policies to all resources that benefit those in need.
- **EMPOWERMENT** - We teach others how to take control of their life.

Employment Information:

Full time (40 hours a week) Monday – Friday 8:30am until 5pm.

Benefits include – supplementary insurance, 401 (k), accrued vacation and sick time, 11 paid holidays.

To Apply:

Please submit cover letter and resume to Thomas Crees, Program Director at tcrees@loavesandfishes-stl.org

No phone calls please.