

Job Title:

Case Manager

Job Summary:

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:

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:

- 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 own 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 Director of Housing Stabilization.
- 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 in homeless services.
- Excellent written and verbal communication skills
- Skill in resolving conflicts and negotiating with others.
- Skill in developing positive and productive participant relationships.
- Ability to maintain accurate, legible, organized case notes 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 public.

- Ability to work effectively with people from diverse cultures and backgrounds and respect individual differences.
- Ability to collect and analyze information concerning a client's housing plan.
- Ability to recognize potential ethical problems and ethically address them.
- Ability to work with autonomy or with minimum direction.

Education Qualifications:

- Bachelor's degree or a high school diploma with equivalent experience working with an at-risk population, lived experience, 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.
- 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 Values and Culture:

- 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 Monday-Friday, 9:00 am-5:00 pm.
- Benefits include supplementary insurance (medical/vision/dental), a matching 401(k), 10 hours of PTO (after the 90-day introductory period), and 13 holidays.
- Salary Range: \$44,000.00 - \$48,000.00
- Direct Report: LaShawn Minor – Director of Housing Stabilization

To Apply:

Please submit a cover letter and resume to lminor@loavesandfishes-stl.org with the subject line:

Case Manager

No phone calls, please