

Case Manager – Christ House

Summary

The Case Manager provides case management to all clients under the supervision of the Program Director. The Case Manager coordinates the treatment plans for Christ House residents, ensures that all established policies and procedures are followed in the operation of the program and acts in the absence of the Program Director.

Responsibilities:

1. Manage intake and daily functions of housing program:

- Complete client intake forms including intake interviews in coordination with the Program Director.
- Provide new clients with shelter orientation and procedures (intercom, security, equipment, log, etc.).
- Input client information into the Christ House database.
- Assign clients' chores within the shelter to rotate on a weekly or biweekly basis.
- Supervise Case Aide.
- Manage Mentor/Mentee relationships providing Mentors a weekly update of residents' activities and actionable progress.
- Coordinate resident requests with Resident Managers and works closely with them to resolve client conflict and/or crises.
- Support shelter residents and advocate on their behalf by phone, letters, and court appearances.
- Responsible for promoting a safe environment for the residents, volunteers, staff and guests of Christ House
- Attend training sessions and participate in community work groups on homelessness.

2. Provide intensive case management to residents:

- Establish case management plan with client and Program Director to identify client goals for housing, employment, transportation, family reunification, and finances.
- Conduct weekly case management meetings with residents to evaluate progress toward goals and provide support or referrals to achieve goals. Identify short-term, achievable action steps with client to include program participation, counseling, budget (savings and debt reduction), life skills, privileges, crisis intervention, and interaction with family/children (if relevant).
- Provide referrals to clients for help with medical/mental/dental care and assist with options for transportation and payment of services.
- Participate in weekly treatment team meetings with Program Director and housing staff to review client progress toward goals, including leading discussions on clients.
- Maintain complete and accurate case notes on each assigned client, ensure confidentiality and complete Progress Notes and other reports.

3. Ensure coordination of Christ House activities within/between programs:

- Maintain a safe working environment for all who participate in the programming at Christ House
- Work closely with Resident Managers to resolve client conflict and/or crises.
- Keep Program Director informed of client related problems/needs and building maintenance problems.
- Receive, distribute, and store donations taking into account client needs.

4. Manage the overall supply needs for the Christ House facility:

- Inspect apartments once weekly to ensure all shelter safety and sanitary conditions are being met by clients and upon discharge of residents.
- Monitor visitors and guests to the shelter, keeping the building secured.
- Clean up after each shift, policing donation area, front office and kitchen.

Education and Experience:

- A bachelor-level degree preferably in Social Work or human services, plus two years' case management experience in a residential setting, or some combination of education and experience equal to four years.
- Ability to relate to clients, volunteers, staff, and the public is critical.

Hours: Monday through Friday in 8-hours shifts. Hours may change in order to accommodate morning and evening schedules. Occasional weekends and holidays.