



Position: Case Manager
Department: Client Services
Payroll Status: Exempt
Reports To: Program Manager
Updated: 6/14/2024

REPORTING RELATIONSHIP:

The position reports to the Program Manager, and collaborates with the entire Client Services team, Shelter Operations and Development & Marketing as needed.

POSITION OVERVIEW:

Functions as a full-time Case Manager that utilizes Homeless Management Information System (HMIS) or Green River database to enter intakes, assessments, case notes, touchpoints and exits to develop proficiency in generating reports.

Responsible for providing comprehensive case management services for short-term program. Conducts case planning and progress evaluation, with emphasis on securing employment, job retention, self-sufficiency, and goals attainment. Assists program participants in identifying goals, offers appropriate information regarding community referrals, and assists participants in developing a program service plan. Provides job leads, appropriate resource advocacy, weekly goal attainment evaluation, establishes referral relationships with other social service agencies. Develop curriculum and teach class on topics of specific knowledge per seeds program.

POSITION RESPONSIBILITIES:

- Ability to maintain and preserve client confidentiality.
- Ability to identify and address participants needs and vulnerabilities and promote sobriety.
- Ability to maintain healthy, safe, supportive community networks.
- Ability to relate to different cultural and religious backgrounds
- Actively participate in agency meetings, trainings, and projects as needed.
- Ability to work independently and with limited supervision while enforcing established policies and procedures.
- Adhere to overall cleanliness requirements of the shelter to aid in fight against communicable diseases.
- Assist program participants in identifying their specific needs and address barriers to self-sufficiency

- Contribute to growth and development of agency through evidence-based research and submission of proposed ideas.
- Develop and maintain personal relationships with other agencies or organizations that are potential referral resources.
- Develop and establish program service plans with participants.
- Exercise proper de-escalation and conflict resolution tactics to maintain a cooperative living environment for participants.
- Identify viable housing options and resources that will help participants to stay housed.
- Maintain cooperation and open communication with Residential Assistant staff and Shelter Operations Manager.
- Maintain positive relationships with agency/community partners and volunteers.
- Provide proactive and robust case management to participants according to agency policies, procedures, and Seeds Programs.
- Provide job guidance, completing a budget, assistance with documentation applications and other case management activities.
- Provide referrals for all participants as needed or community referrals suitable to service plan goals.
- Serve as an advocate for participants where needed with community partners and landlords.
- Teach life skills that will provide a stable life after leaving Arlington Life Shelter.

DOCUMENTATION:

- Establish and maintain participant file; ensure proper documentation is retained in file and maintain daily documentation of file forms and service logs in writing and in HMIS/Green River database.
- Maintain record keeping of statistics, including data collection, reporting, and feedback surveys for funding purposes - generate database reports as needed.
- Maintain thorough case notes documenting meetings with participants, referrals, and collateral contacts. Must complete documentation in allotted timeframe.

OTHER:

- Provide supervision and instruction to student interns in cooperation with the Program Manager.
- Advise supervisor of concerns regarding changes to participant's program status and/or program compliance violations.
- Participate in volunteer and intern recognition events.
- Acts in accordance with the agency's commitment to providing equal services to diverse populations.
- In accordance with the "team" philosophy of the agency, assist with additional tasks in addition to the duties listed, as required by the Program Manager.

SUPERVISORY RESPONSIBILITIES: This job requires supervision of up to five interns, agency partners, and volunteers.

EDUCATION AND/OR EXPERIENCE: Must have a Master's degree. License Masters in Social Work (LMSW) preferred.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each individual duty satisfactorily. The requirements listed are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to individuals with disabilities to perform the essential functions.

- Must be able to relate to a diverse population with courtesy and respectfulness
- Be energetic, caring, responsible, and able to deal with difficult situations in a calm manner
- Able to maintain appropriate boundaries with participants and with coworkers
- Must be able to work a flexible five-day work week, including evenings and weekends as needed
- Must possess adequate management and organizational abilities, with good follow-through skills
- Must be able to communicate effectively through verbal and written means
- Ability to read and comprehend professional documents, correspondence, instructions, and memos
- Must be able to work as a team, as well as, independently
- Possess a strong understanding of the issues faced by the homeless and services that empower self-sufficiency
- Demonstrate proficiency in the use of Microsoft Word and Excel and in performing internet searches

COMMUNICATION: Ability to read and comprehend simple instructions in English, short correspondence, and memos. Must be able to write simple correspondence. Must be able to effectively present information in one-on-one and small group situations with volunteers, participants, and co-workers. Must be able to effectively relay information in the communication logbook.

CERTIFICATES, LICENSES, REGISTRATIONS: CPR and First Aid required within 180 days of employment. Current Texas license for LMSW preferred.

PHYSICAL EFFORTS: The physical demands here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Position requires that employees must be able to use the telephone, computer, and copier. Frequent standing, walking, stooping, lifting up to 20 pounds. The employee is expected to be on their feet 25 percent of the time.

*Reasonable accommodations can be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations can be given to be individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate to high.

TRAVEL REQUIREMENT: Responsible for traveling to meetings off-site, transporting participants as needed for shelter-related functions, and accommodating participants with other needs such as prescription pick-ups, housing searches, and fulfilling documentation requests that aid participants in becoming self-sufficient.

Must possess a current and valid driver's license

SCHEDULE: Mon-Thurs 12PM-8PM; Friday 9AM-5PM; occasion late evening, weekend, and holiday hours

LIMITATIONS AND DISCLAIMER

The above job description is meant to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required for the position.

All job requirements are subject to possible modifications to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a threat or significant risk to the health and safety of themselves or other employees.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform other job-related duties as required by their supervisor in compliance with Federal and State Laws.

Requirements are representative of minimum levels of knowledge, skills, and/or abilities. To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently. Continued employment remains on an "at-will" basis.

I acknowledge that I have received and read my current job description and I agree to comply with such job descriptions and practices as a condition of my employment. I acknowledge that this job description supersedes all other job descriptions.

Reviewed on: _____

Employee Signature

Date

Supervisor Signature

Date