



POSITION:

Case Aide

GENERAL DESCRIPTION:

This position functions as a full-time Case Aide to assist Case Management team with entering and maintaining confidential information to ETO, conducts new client assessments, coordinating partnership visits, and offer full administrative support to Case Managers in Client Services department.

PARTIAL LIST OF DUTIES:

- Administer First Aid/CPR when needed.
- Assist case managers with meeting clients who may have scheduling conflicts.
- Assist residents in identifying and resolving social or other problems in conjunction with professional staff, while enforcing shelter rules and guidelines.
- Conduct litmus test, intake, and orientation with new shelter residents/clients.
- Coordinate with partner agencies or volunteers to provide classes or other wraparound services to residents.
- Create scan cards for clients.
- Distribute and collect quarterly surveys to residents.
- Enter client information into (ETO) Efforts to Outcomes within allotted 3 day time frame.
- Intervening for conflict resolution and de-escalation when needed.
- Maintain appropriate documentation of client activities and client statistics as directed by the Director of Client Services and Lead Case Manager.
- Treat all residents and volunteers with dignity and respect.
- Support volunteers in all assigned evening activities
- Must act in accordance with the agency's mission statement and goals.

EDUCATION AND/OR EXPERIENCE: High school diploma or general education degree (GED); Bachelor's degree or 60 hours of college coursework preferred.

CERTIFICATES, LICENSES, REGISTRATIONS: CPR, First Aid, and Food Handlers certification within 30 days of employment.

PHYSICAL DEMANDS: The physical demands here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Employee must be able to use the telephone, computer, and copier.

Frequent standing, walking, stooping, lifting, up to 20 pounds. Employee is expected to be on his/her feet 50 percent of the time.

WORK HOURS:

Mon-Thurs 10AM-6PM or 11AM-7PM; Friday 9AM-5PM; occasional late evening, weekend, and holiday hours.

Send Resume & Cover Letter to:

Shimetra "Shimmy" Jones – sjones@arlingtonlifeshelter.org