



## Position Opening **Please Post**

### **Family Shelter Case Manager-**

Share Homestead is now accepting application for the day case manager position. The position is 7a-4p Sat-Tues at Share Homestead. Rate of pay is \$15 – 17.00 per hour, based on experience. Please submit cover letter and resume.

Internal letters of interest will be accepted until 5:00pm Friday, March 24<sup>th</sup>.

#### **Position Summary**

The Shelter Case Manager facilitates the smooth operation of the shelter and monitors the safety and security of all shelter residents in a supportive and comfortable environment. Areas of responsibility may include maintaining case management of residents including needs assessments and progress reviews, accurate shelter records, monitoring resident compliance with program guidelines, greeting volunteers and donors, supervising meal preparation, resident house chores, and documenting all activity in the daily log.

#### **Major Duties and Responsibilities**

- Case manages families and single women through the transition from shelter to permanent housing. Provide referrals and assistance as needed.
- Create a supportive environment by communicating with residents in a hospitable, friendly and encouraging manner. Communicate and enforce shelter rules and policies. Supervise the residents in accomplishing daily house cleaning assignments.
- Communicate with the previous shift to receive pertinent information about residents, schedules, shelter activities, volunteers, etc. Work as a team to insure appropriate and complete client service.
- Respond to crisis situations, i.e. heated discussions, unattended children, medical emergencies, domestic violence. Evaluate incidents of potential or actual conflict; determine and initiate appropriate course of action. Perform urgent and immediate first aid and/or CPR as needed.
- Regularly inspect the shelter to maintain cleanliness, security and safety of residents, and to assure compliance with rules and regulations.

- Assist volunteers and residents in meal preparation, service and clean up.
- Network with social service agencies to provide information and referral services to the residents.
- Attend monthly staff meetings, workshops, trainings, and in-service classes.
- Record observations and resident/shelter activities in daily log.
- Enter all required information into HMIS (Homeless Management Information System) database
- Perform related duties as assigned.

### **Knowledge, Skills and Abilities**

Knowledge, or the ability to acquire, of the needs and problems of the homeless, low-income, elderly, disabled or others with special needs; interview techniques to gather information from clients; crisis intervention techniques; and urgency basic first aid.

Ability to establish and maintain effective communication with a wide and diverse range of people, particularly the homeless; defuse and resolve potentially volatile actions of residents; coordinate house cleaning schedules and insure effective accomplishment of tasks; work independently for extended periods of time; read, interpret, communicate, and follow simple written instructions; complete routine forms and reports.

### **Work Environment and Physical Demands**

The nature of the work involves working in a group living situation with low-income, homeless people. Occasional first aid may involve exposure to blood and other bodily fluids. Proper training will be given. Twenty-four hour staff coverage is required. Consequently, non-standard hours may be scheduled for Shelter Case Managers to the shelters.

### **Minimum Qualifications**

- Two (2) years of direct experience providing human services to target populations such as homeless, low-income, elderly, or handicapped,
- Or
- Four (4) years of college level course work with an emphasis in social or behavioral sciences and experience providing direct human services,
- Basic computer skills including knowledge of Excel, Word, e-mail and the Internet
- Knowledge or the ability to obtain the knowledge of the HMIS database
- Possess or be able to obtain CPR and basic first aid certification