



Winter Hospitality Overflow and On Call Case Manager

Work as many or a few shifts as you choose. Great way to pick up some extra cash by working 1 or more shifts at our winter shelter. The shelter is open November through March.

Staff for our Winter Hospitality Overflow shelters work November 1st through March 31st. Shifts are 6:00 pm to 10:30 pm seven days per week. On call staff may cover day, swing or graveyard shifts at all of our facilities which include three full time shelters, our Women's overnight shelter or our Day Center and Housing First facility. These temporary positions, in our low-barrier shelters, serve people who are experiencing homelessness.

The On-call Case Manager is responsible for creating a comfortable, safe environment for families and individuals who have been experiencing homelessness, some of whom are accessing services for the first time. Our programs are low-barrier. All staff and residents are expected to be kind and respectful towards each other and the property.

Major Duties and Responsibilities

Case manages families and/or singles through the transition from shelter to permanent housing. Provide referrals and assistance as needed.

Create a supportive environment by communicating with residents in a kind, 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 ensure appropriate and complete client service.

Respond to crisis situations, disagreements, 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. 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, people who are experiencing homelessness. Occasional first aid may involve exposure to blood and other bodily fluids. Proper training will be given.

Minimum Qualifications

Two (2) years of direct experience providing human services to target populations such as homeless, low-income, elderly, or handicapped, Or

Two (2) years of college level course work with an emphasis in social or behavioral sciences and experience providing direct human services,

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

Job Type: Part-time Salary: \$14.00 /hour