

EMERGENCY SHELTER CASE MANAGER POSITION DESCRIPTION

Organization: Interfaith Hospitality Network of Greater Cincinnati
Position: Emergency Shelter Case Manager (Full-Time)

Required Qualifications:

1. Bachelor's degree in Social Work.
2. LSW or LSW eligible.
3. 1-2 years experience working in professional case management capacity.

The ideal candidate will embody:

1. Excellent written and verbal communication skills.
2. Excellent computer skills (required proficiencies in Microsoft Outlook & Word).
3. Commitment to serving those in need.
4. Excellent problem solving ability.
5. High degree of initiative.
6. Genuine team player.
7. Ability to maintain sense of humor in a high pressure environment.
8. Ability to work with a culturally diverse staff and client base.
9. Stellar organizational skills.
10. Experience working with homeless populations is helpful.

Summary:

The Emergency Shelter Case Manager provides case management and crisis intervention services to shelter guests at the IHNGC Day Center with a goal of moving families into housing as quickly as possible. This includes networking with community organizations in order to provide referrals necessary for program participants to obtain housing and achieve overall stability.

Accountability:

Accountable to the Services Team Lead.

Responsibilities:

Team: Participate in the full functioning of IHNGC.

- a. Participate in weekly staff and service team meetings.
- b. Attend specified external meetings as an IHNGC representative.
- c. Participate in supervision meetings with Services Team Lead.
- d. Rotate weekly on-call duties with other staff.
- e. Assist in coordination & monitoring of Day Center Guest schedules, rights and responsibilities & safety.
- f. Work closely with Child Services Coordinator to address needs of whole family.
- g. Work in conjunction with other agencies to eradicate homelessness.
- h. Utilize the housing first philosophy, trauma informed care model, and abide by NASW standards within all aspects of work with families.

Case Management: Move families from shelter to housing.

- a. Complete intakes and orientations with new shelter guests.
- b. Conduct review of immediate guest needs and connect them to appropriate resources to meet those needs.

- c. Develop individual case plans for families (includes the goals, objectives, steps and timetable the family will follow to achieve housing).
- d. Complete Coordinated Entry assessment with each family in a timely manner.
- e. Review case plans regularly and provide families the information, resources and encouragement necessary to complete plans.
- f. Maintain accurate case notes, client data and other records according to agency and professional standards.
- g. Manage client data efficiently, including entering client information for intake and exit within two business days of these events.
- h. Provide referrals and educate families about available resources, specifically those related to healthcare, dental care, mental health care and child development.
- i. Advocate on behalf of IHNGC families as needed to help them access essential social services and other programs (i.e. Children's Services, JFS, etc).
- j. Approach guests with challenging needs and behaviors with understanding and compassion.
- k. Provide follow-up and support to congregational volunteers around guests with challenging needs and behaviors
- l. Assist in tracking guest outcomes and service trends in order to promote on-going evaluation and improvement of services.
- m. Other duties as necessary.

Hours: 40 hours per week, generally Monday-Friday, 7 AM-3 PM, some flexibility required.

Mission: *The mission of Interfaith Hospitality Network of Greater Cincinnati is to provide homeless families emergency shelter and hospitality through interfaith communities and to work with families to find and retain stable housing.*

I received and understand my job description as defined above:

Signature

Date