



Job Description

Women and Children's Ministries

Department: Women and Children's Ministries (WCM) / Hope Center
Position Title: Shelter Case Manager
Employee Name:

JOB SUMMARY

Case managers work as part of the Hope Ministries continuum of care under the direction of the Director of Women and Children's Ministries. The goal of case management is to effectively meet with and challenge each shelter guest to identify obstacles, deal with issues, and move towards independence. The spiritual life of each person is a high priority, but not out of the context of a holistic approach. Making appropriate referrals within and out of the organization is a central aspect to case management.

RESPONSIBILITIES

General

- Participate in the spiritual growth and Christian instruction of those who Hope Ministries serves. This can include (but is not restricted to) personal mentoring, the sharing of Scripture and Biblical encouragement, and praying with program participants. This may be in a structured setting (i.e., a classroom or chapel), or unstructured, with individual clients as the need arises.
- Conduct life skills or Bible classes as assigned.
- Attend WCM meetings including staff meetings and educational training as required.
- Perform other duties as assigned.
- Actively contribute to maintaining a safe and secure environment for staff, clients, and visitors. This includes adhering to established safety protocols, promptly reporting any safety concerns or incidents, and supporting organizational efforts to foster a culture of safety and security.

Intake

- Assist and support Program Services staff in the intake process:
 - Meet with clients during intake, as needed, or within 24 business hours of intake;
 - Support Program Services staff in day-to-day operations in short-term shelter as needed: checking guests into the shelter, safety checks, handing out supplies, communicating information/announcements, etc.

Client Management

- Provide advocacy support for shelter clients to assist them in working through barriers that keep them from independent living, maintaining each client's file, preparing complete and accurate documentation of meetings and interactions.
- Work with clients to establish goals and an exit plan, which could include addressing each woman's spiritual, physical, emotional, relational, educational, and vocational needs.
- Following the initial intake process:
 - conduct first meeting with clients to assess and determine immediate needs and to introduce our recovery programming (Basic Skills and H.E.A.R.T.);
 - explain non-negotiable, rules, and procedures;
 - assist clients in completing required forms and in gathering necessary documentation.
- Meet/speak regularly with shelter clients to establish goals/activity notes in documentation and monitor progress of participants' employment/savings/housing.
- Hold clients accountable to upholding program requirements and working their goals.
- Observe and respond to symptoms of emotional distress in residents, providing crisis intervention as needed.



Job Description

Women and Children's Ministries

Resource Referrals

- Make appropriate referrals to community services and agencies for housing, medical / healthcare, etc. and other types of assistance.
- Network within the community to develop relationships in the area of employment, housing, medical, mental and physical health, and other necessary resources.

QUALIFICATIONS

- Agree with and uphold Hope Ministries' Statement of Faith and Purpose, and Core Values.
- Mature Christian with a heart to minister to women and children who come to us for assistance.
- Able to lead others toward spiritual maturity and model Christ-like behaviors.
- A good knowledge of Scripture and an ability to apply Biblical principles to real life situations.
- Strong leadership, good judgment, sensitivity, and compassion.
- Work well with diverse groups of people to identify their needs, showing an ability to motivate and to provide tough love when appropriate.
- Work within a multi-disciplinary team framework.
- Ability to work in cooperation with staff, other disciplines and social service agencies.
- In-depth working knowledge of resources in the community.
- Good oral and written communication skills.
- Ability to operate Microsoft Office programs including Word, Excel, Outlook.
- Willingness and ability to directly supervise program participants' drug testing through urine analysis.
- Possesses valid driver's license.
- Minimum of Bachelors degree in Human Services field, or three years progressively responsible experience. Experience with clients with SPMI is preferred.

Reports to: Case Management Supervisor

Employment Status: Full-time salary / Exempt (40 hours)

Work Schedule:

Monday – 7am-3pm

Tuesday – 7am-3pm

Wednesday – 7am-3pm

Thursday – 10am-6pm

Friday – 7am-3pm

Signature of Employee _____ Date _____

Signature of Supervisor _____ Date _____