



JEFFERSON COUNTY FAITH BASED NETWORK

Job Title: Case Manager

FLSA Status: Non-Exempt

Wage: \$22.00-\$24.00 per hour depending on experience

Created: February, 2024

Summary Reporting to the Shelter Services Manager for the JCFBN Secure Care Shelter Services program, the Case Manager is responsible for designing and implementing a comprehensive case management function. Case management services will pursue a mission of *fostering stability, forward movement and self-sufficiency for houseless men, women and children in Jefferson County*. The Case Manager will assess client needs, plan a course of action, link clients to supportive services and monitor the progress of the individuals served. This position will build a bridge to supportive services for individuals and families experiencing homelessness. The Case Manager must be able to work a flexible shift that involves availability in the early evening to support the Shelter Services Center operation by conducting client intake.

Supervisory Responsibilities None

Essential Duties and Responsibilities *Other duties may be assigned.*

- Engage with Shelter Services Center guests and other houseless individuals to listen deeply, learn their story, and build rapport to establish and maintain a positive and trusting relationship.
- Adopt a person-centered approach to identify and acknowledge the unique barriers and challenges faced by the client.
- Become knowledgeable in best practices for human services to support houseless individuals, including those required to effectively participate in the regional continuum of care (Homeless Leadership Coalition).
- Conduct intake and needs assessment utilizing contemporary tools and methods, including those utilized by the Central Oregon Continuum of Care (Homeless Leadership Coalition).
- Develop individualized case plan in conjunction with the client, containing specific goals, objectives, and timelines.
- Work with clients on a one-to-one basis to provide education, guidance and referrals tailored to each client's unique circumstances.
- Meet regularly with clients to assist with the achievement of individual case plan goals.
- Guide and assist clients as they establish and navigate relationships with service providers and community partners.
- Identify barriers to service and support, such as transportation problems or need for emergency assistance items, and design short-term solutions to meet the individual's basic needs.
- Engage clients to support the development of personal and social life skills as the opportunity arises.
- Complete HUD required intake process for Shelter Services Center guests on a nightly basis (Monday-Friday)
- Ensure that intake and needs assessment documentation is accurate and complete, and a confidential client file is developed and securely maintained.
- Ensure that guest information and data is obtained and recorded on an ongoing basis, meeting best practice standards for confidentiality.
- Maintain knowledge about services and programs offered by community-based organizations and other agencies, locally and regionally.
- Prepare and enter information for Shelter Services Center guests and others on case load into the Homeless Management Information System (HMIS).
- Maintain all required documentation in accordance with organizational policy and contractual requirements.
- Responsible for data tracking and reporting on measures of success, challenges, and other metrics required by Executive Director, funders and contractual obligations.
- Develop and maintain positive relationships and open lines of communication with partner providers and other agencies to facilitate guest access to services.
- Advocate for individual clients around access to public benefits and services.
- Adhere to organizational policies, procedures, and professional code of ethics.

- Become knowledgeable in best practices for human services to support houseless individuals, including those required to effectively participate in the regional continuum of care (Homeless Leadership Coalition).
- Conduct outreach among houseless populations locally to make prospective clients aware of Shelter Services Center programs and services
- Represent the Shelter Services program at community meetings and with regional service providers in Central Oregon.

Knowledge, Skill, and/or Ability Required

Education and/or Experience Four (4) or more years of direct service non-profit human services experience working with vulnerable populations and people with mental health disorders, drug dependencies, chronic health issues and disabling conditions Case management or related work experience demonstrating the ability to effectively design and implement a best practice case management function is a must. Strong relationship building skills required. Preferred candidates will also possess an Associate degree in Human Services or related field, experience working in a low-barrier shelter, as well as in the following areas: outreach and engagement strategies; housing navigation; best practice models; mental health and substance use disorders; crisis intervention; suicide assessment and prevention; public benefit applications, etc. and knowledge of individuals experiencing homelessness. Knowledge of and experience with area services, community partners and resources is preferred.

Other Skills and Competencies Ability to:

- Work independently as well as in teams in an effective manner.
Engage in an effective manner with culturally diverse populations.
- Display compassion and empathy, and remain calm and emotionally available when working with clients displaying a variety of behaviors and/or in crisis.
- Effectively multi-task and display excellent organizational and time management skills.
- Communicate clearly and concisely with clients and other staff members while maintaining professional boundaries.
- Demonstrate detail orientation and well-developed organizational skills, with the ability to manage multiple cases effectively.
- Maintain detailed and accurate documentation, using proper grammar and punctuation.
- Prepare effective reports and make oral presentations as required.
- Utilize contemporary and required computer software programs while performing responsibilities.
- Work effectively within a faith-based organization whose mission is to demonstrate the compassion of Christ in its programming.

Personal/Character Attributes

- Desire to build relationships, and be attentive to, care for, and serve the needs of those experiencing homelessness.
- Passionate to serve vulnerable, marginalized individuals and families.
- Compassionate and non-judgmental spirit towards vulnerable individuals.
- Willingness to do what is necessary to achieve the organizational mission.

I have received a copy of my Job Description and accept it as written. I understand that this description may change in the near future, due to the needs of the program and changes in the nature of my position.

Date **Print Name** **Signature**