



Position: Case Manager I, II, III: EMS
Reports to: Program Manager: Shelters and Men's Center
Hours: 40 hrs. Week
Classification: Regular, Nonexempt
Reviewed: 7/29/20

CFH's MISSION AND VALUES:

Our mission is to partner with men & the community to create a path from homelessness to stable living. Our core values are relationship, community, empowerment, dignity & respect. These values embody how we work with the men, community and each other.

OVERVIEW OF POSITION:

The Emergency Men's Shelter Case Manager helps clients achieve wellness and autonomy, facilitates multiple care aspects of mental health support, substance dependence and relapse support, health care coordination, and all aspects an individual might need to achieve stable living. This is accomplished through fostering healthy relationships that create vibrant community where the men are collaborating with the staff and wider community in order to create programming that leads to stability. In addition to providing support and resources for clients, this position will be expected to keep good working relationship with support networks, government resources, internal partners and community resources. As part of the Emergency Men's Shelter Program, this position is part of a team of staff that works together to create an atmosphere that is supportive and cohesive.

KEY RESPONSIBILITIES:

Direct Client Contact/Case Management

- Provide effective case management to assigned clients, including the following functions:
 - Assess the client's status and needs
 - Create and utilize plans (goals, housing stability plan, etc.) in order to maximize client success.
 - Facilitate communication and coordination between care/service/support providers
 - Educate the client about service options, available resources, and case management
 - Empower the client to problem solve in order to achieve outcomes
 - Promote client self-advocacy and self-determination
 - Advocate for the client's needs and best interests in order to achieve positive outcomes
 - Provide case management in other non-office locations as appropriate
 - Accountable to achieving the program's desired outcomes with the program team
 - Fulfill the specific requirements of the program (e.g., weekly case management sessions, workshops
 - Collaborate with case managers, other staff, and the men to create an environment and programs that help men achieve movement that leads to personal and housing stability (one-on-one and group programs, etc.).
 - Serve as a consistent, positive and appropriate role model to the clients that we serve.
 - Work closely with Resident Counselors to manage shelter and day center daily activities.
 - Assists in the documentation of client data into AGENCY data base.
- Service Documentation and Evaluation



- Maintains thorough, accurate records of case management activities with every program participant.
 - Maintain HMIS database by entering client data
 - Communicates regularly with other staff via email, incident reports and briefings
 - Effectively utilize case conferencing and supervision to support case management work
 - Complete intakes as needed with new clients entering the program.
- General
- Assists with office-related tasks as needed
 - Attends all job-related meetings, including program staff meetings and agency-wide meetings
 - Participate in opportunities for learning and skill maintenance/development, including internal and external training and workshops
 - Assists with other duties assigned

QUALIFICATIONS:

- Bachelor's or associate's degree and at least two years' related experience, or an equivalent combination of education and experience.
- Energetic and forward thinking with high ethical standards and an appropriate professional image.
- Strong commitment to CFH's mission.
- Understanding (or commitment to develop an understanding) of the intricacies of homelessness.
- Demonstrated understanding and respect for the diverse viewpoints shared by communities about providing services to people experiencing homelessness.
- Excellent interpersonal skills with strong ability to authentically listen and build collaborative relationships.
- A strong orientation toward social justice concerns.
- Experience, ability and willingness to work respectfully with culturally diverse people.
- Ability to think outside the box with creativity, ingenuity, compassion, and commitment to the mission.
- Flexible, adaptable, and works well under pressure
- Excellent organizational skills, accuracy and attention to detail required.
- Outstanding ability to organize self and others in an efficient, diplomatic and effective manner.
- Strong computer skills, with ability to create and maintain databases
- Access to reliable transportation and valid Washington State driver's license.
- Ability to attend work regularly, including scheduled work time outside of typical office hours (evenings and weekends) and emergency after-hours responses.