

Job Posting

TITLE	Shelter Case Manager
REPORTS TO	Manager of Shelter Programs
JOB SUMMARY	Responsible for providing comprehensive case management and self-sufficiency planning with shelter program residents.
CLASSIFICATION	Full-time; non-exempt; evening availability required as needed; on call responsibility one week-end a month

DUTIES/RESPONSIBILITIES

- Provide comprehensive case management to 11 households, assisting individuals, couples and families in collaboratively creating plans to transition from homelessness by way of self-sufficiency, primarily through sustainable employment and affordable housing options
- Conduct and document weekly case management meetings with residents to collaboratively plan, guide and encourage self-sufficiency plans and measures
- Maintain high quality records and program documentation, ensuring case management records are current at all times
- Actively participate in supervision with the Manager of Shelter Programs on resident-related issues or concerns
- Assist in screening and conducting interviews for households seeking entry into the Shelter Program
- Responsible for on-call availability one weekend per month for critical resident related issues
- Provide assessments and referrals to community service providers
- Provide advocacy as needed, including phone calls, letters, and meetings with community service providers
- Maintain resident records in web-based Homeless Management Information System (HMIS) database.
- Work collaboratively with manager, shelter program colleagues and agency staff
- Keep manager and shelter program colleagues informed of resident progress and other pertinent updates
- Maintain good working relations with outreach partners, community service providers, donors, and volunteers; attend local meetings as appropriate
- Support day-to-day shelter operations, as needed
- Respond to resident crises as needed, keeping manager informed at all times
- Update resident resource databases and documents as needed; maintain a robust repository of shelter program referrals and sources of community aid
- The work may involve some physical activity such as climbing stairs or being able to lift up to 25 pounds

KNOWLEDGE, SKILLS AND ABILITIES

- Bachelors in Social Work or related field; Master's Degree preferred
- Two years of case management experience required, particularly in a strength-based model with an awareness of trauma-informed care
- Two years of experience working directly with persons experiencing homeless or other with vulnerable populations
- Experience working in a residential setting (shelter environment preferred)
- Bilingual in Spanish a plus
- Competency in conflict resolution, professional boundary setting and de-escalation techniques
- Ability to maintain confidentiality and security of sensitive information
- Ability to work independently and demonstrate consistent and effective discretion and judgment
- Ability to apply advanced knowledge to analyze, interpret and make deductions from varying factors or circumstances

- Ability to relate well to residents, staff, volunteers and community/professional service providers
- Excellent communication and interpersonal skills, and able to form strong rapport with individuals from diverse backgrounds
- Effective documentation and organizational skills, initiative and flexibility
- Ability to maintain a safe, clean, and positive environment
- Strong computer skills, including proficiencies in Microsoft Office Suite and Google Suite
- Competency in the Colorado Homeless Management Information System (HMIS) preferred, but training will be provided as needed

Email resume and cover letter to: jobs@theactioncenterco.org Currently interviewing - please apply as soon as possible. Posting will remain open until filled.

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