

**ROWAN HELPING MINISTRIES
JOB DESCRIPTION**

**SHELTER CASE MANAGER
(FULL TIME)**

GENERAL RESPONSIBILITIES

The Shelter Case Manager is responsible for case management services including the development of action plans and review of all cases regarding the Rowan Helping Ministries shelter guests. This is a full-time position that reports directly to the Director of Shelter Services. This position is eligible for benefits.

The duties and responsibilities of this position require approximately 38-40 hours per week, typically 2:00pm – 10:00pm. Should be available to work some weekends. The hours must be flexible to meet the needs of the shelter guests. Additional hours may be scheduled depending on the census and caseload.

SPECIFIC RESPONSIBILITIES

- Be thoroughly knowledgeable of the Rowan Helping Ministries Shelter policies and procedures.
- Responsible for the day-to-day case management services of guests residing in the Rowan Helping Ministries Shelter.
- Determine guests who are eligible to reside in the Rowan Helping Ministries Shelter.
- Responsible for accurate and complete documentation of all case files including the Homeless Management Information System HMIS, and some required shelter statistics.
- Prepare the Daily Turnover Log for the Shelter Staff.
- Provide supportive services to each guest throughout their stay and assist them in creating and maintaining an action plan to resolve their crisis.
- With compassion create accountability for guests to be personally responsible for overcoming the challenges that led to homelessness and successfully moving to stable housing.
- When appropriate, provide assistance and supportive services to guests once they have moved out of the Rowan Helping Ministries Shelter.
- Use motivational interviewing to build a trusting relationship and develop a rapport with the shelter guests to uncover their health and lifestyle needs which can motivate them to move toward successful and desirable change.
- Establish and maintain effective working relationships with volunteers, guests, staff, community organizations and the general public.
- Coordinate with the Education and Transitional Manager to ensure that clients are enrolled and attending appropriate New Tomorrows' classes and other outside instruction.
- Represent Rowan Helping Ministries at designated community meetings and workshops.
- Perform other related work duties as may be assigned by the Director of Shelter Services.

EDUCATION AND EXPERIENCE

Must be at least 21 years old, possess a bachelor's degree or four- year college degree in Social Services, or other human services field, have a minimum of two-years' experience in case management, counseling and/or social work preferably with a non-profit organization. Five+ years of relevant experience in lieu of bachelor's degree may be considered. Be knowledgeable of community resources including state and local housing regulations.

- Must be compassionate and able to work with diverse people and establish rapport with clients, volunteers and staff.
- Must be detail-oriented, organized, and be able to write legibly.
- Must be able to effectively communicate verbally and in writing.
- Must also be able to demonstrate leadership and interpersonal skills and possess the ability to motivate a wide range of people.

- Must be a good listener.
- Must be friendly, understanding, empathetic, and possess a non-judgmental attitude.
- Must understand and demonstrate attitudes in keeping with Rowan Helping Ministries' mission and vision.
- Must be able to work well as part of a team.
- Must effectively analyze problems and identify alternative solutions.
- Able to work under pressure and meet deadlines.
- Able to adapt to a fast-paced environment.
- Demonstrate proficiency in using Microsoft Outlook, Word, Excel and other applications as well.
- Must have the ability to obtain a HMIS (Homeless Management Information System) license.
- Must possess a personal vehicle and have a valid North Carolina driver's license.

GENERAL REQUIREMENTS

Should be able to stoop, lift up to 20 lbs. and consistently maneuver within the office area. This position will work primarily indoors and may require repetitive motions and long periods of sitting. However, person should be mobile to access various environments. Required to stand and walk but also must be able to sit and talk or listen.

Employee's signature _____ Date _____

