

ROWAN HELPING MINISTRIES
JOB DESCRIPTION

SHELTER CASE MANAGER (FULL TIME)

Position Overview:

The Shelter Case Manager is responsible for providing case management services to shelter guests, including developing and monitoring individualized action plans. This position reviews and supports shelter guests throughout their stay at Rowan Helping Ministries. This is a full-time position that reports directly to the Case Manager Supervisor and is eligible for benefits.

The duties and responsibilities of this position require approximately 38–40 hours per week. The Shelter Case Manager must be available to work some weekends and maintain a flexible schedule to meet the needs of shelter guests. Additional hours may be scheduled as necessary.

Specific Responsibilities:

- Be thoroughly knowledgeable of Rowan Helping Ministries Shelter policies and procedures.
- Provide day-to-day case management services to guests residing in the Rowan Helping Ministries Shelter.
- Obtain and maintain an HMIS (Homeless Management Information System) license.
- Enter accurate and current case notes in HMIS, including housing goals and monthly budgets, in accordance with established guidelines.
- Provide supportive services to guests and assist in developing and maintaining individualized action plans.
- Promote personal accountability with compassion to support guests in addressing barriers to housing stability.
- When appropriate, provide follow-up assistance and supportive services to guests after exiting the shelter.
- Utilize motivational interviewing techniques to build trust, identify needs, and support positive behavior change.
- Establish and maintain effective working relationships with guests, volunteers, staff, community partners, and the public.
- Coordinate with the New Tomorrow's Coordinator to ensure appropriate enrollment and participation in classes and instruction.
- Represent Rowan Helping Ministries at designated community meetings, trainings, and workshops.
- Perform other related duties as assigned by the Case Manager Supervisor, Director of Shelter Services, or Executive Director.

Education and Experience:

Must be at least 21 years old and possess a bachelor's degree or a four-year college degree from an accredited institution. Relevant job experience may be considered in lieu of a degree. We encourage all applicants to apply. The field of study is not limited to social work or a specific human services discipline. A minimum of two (2) years of relevant professional experience in case management, counseling, social services, housing navigation, or related work—preferably within a nonprofit or human services environment—is required. An equivalent combination of education and at least five (5) years of relevant experience may be considered instead of a bachelor's degree.

Knowledge, Skills, and Abilities:

- Demonstrated ability to work effectively with diverse individuals in a compassionate, respectful, and non-judgmental manner.
- Detail-oriented and organized, with the ability to maintain accurate, timely, and confidential documentation.
- Effective verbal and written communication skills.
- Ability to establish professional boundaries while promoting accountability and progress toward goals.
- Strong interpersonal skills with the ability to engage, motivate, and collaborate with guests, volunteers, staff, and community partners.
- Ability to work independently and as part of a team.
- Demonstrated problem-solving skills and the ability to exercise sound judgment in complex or high-pressure situations.
- Ability to manage multiple priorities, meet deadlines, and adapt to a fast-paced work environment.
- Proficiency in Microsoft Outlook, Word, Excel, and related software systems; ability to learn HMIS and other required platforms.
- Must possess reliable transportation and maintain a valid North Carolina driver's license.

General Requirements:

Must be able to stoop and lift up to 20 pounds and consistently maneuver within the office and shelter environment. This position works primarily indoors and may require repetitive motions and extended periods of sitting. The individual must be able to stand, walk, sit, talk, and listen, and be mobile enough to access various environments as required.

Employee's Signature _____ Date _____