

SOUTH SUBURBAN FAMILY SHELTER
Job Description

Title: Sanctuary Case Manager	Department: Sanctuary Program
Type: Full-Time	Reports To: Housing Programs Manager
Classification: Non-exempt	Supervises: N/A

Job Summary:

Case Management for ending homelessness is a collaborative community based intervention that places the person at the center of a holistic model of support that builds independence and secures housing. The Case Manager is a navigator, an advocate, and a coordinator, who balances service provisions and systems navigation with short term and long-term strategies to break the cycle of homelessness for individuals and families in a sustainable way.

The Sanctuary Case Manager is a member of the South Suburban Family Shelter Transitional Housing program. The Case Manager is responsible for providing individualized support and resources to all participants in the housing program. This individual will establish a service plan with each participant's specific goals, primarily focused on sustainable employment, financial stability and maintaining permanent housing. During weekly meetings, the Case Manager will assess participant needs and review the goals established in the service plan. The Sanctuary Case Manager will be in consistent communication with Sanctuary staff regarding the progress, status and plans of each participant in the program.

The ideal candidate for this position is knowledgeable about the barriers faced by survivors of domestic violence experiencing homelessness. This individual is personable, has a positive attitude and flexibility in meeting the demands of the role. The individual is resourceful, organized and able to efficiently work independently. The individual is able to balance being supportive and holding participants accountable for the progress in the program. The Case Manager should also have strong problem solving skills to manage the wide range of needs of this program.

Duties and Responsibilities

- Complete 40 Hour Domestic Violence Training.
- Obtain ICDVP Certification within one year and maintain certification.
- Comply with Sanctuary Program Manual.
- Participate in additional related training as required by job responsibilities and funders through approval process.
- Collaborate with participants, Sanctuary staff, and Housing Programs Manager to ensure participant and program success.
- Advise referral sources and prospective participants on admission criteria and process.
- Monitor and coordinate with the Coordinated Entry team regarding pending referrals and acceptance of new participants.
- Collaborate with Housing Programs Manager and Sanctuary staff to determine eligibility of prospective participants.

- Complete all intake related tasks and documentation for prospective participants including HMIS data entry and maintain and update participant referral and intake list in database in a timely manner.
- Complete orientation with new participants within 72 hours of admission.
- Ascertain educational level, employment skills, financial situation and career interests of each new participant, and develop an Individual Service Plan (ISP) within a week of admission.
- Meet with participants weekly to assist with achieving goals and to assess progress in the program and towards goal achievement.
- Assist participants with applying for all appropriate benefits, childcare, insurance and any other needed services.
- Advocate on behalf of participants and their children with health care systems, state funded programs, educational institutions, legal systems, housing needs, etc.
- Enforce program guidelines and initiate disciplinary action when needed.
- Schedule and facilitate monthly participant team meeting.
- Develop, assess content of, facilitate and oversee Sanctuary class curricula under the direction of the Housing Programs Manager.
- Provide after-hours crisis intervention services per protocol.
- Attend mandatory resident clean-up days.
- Follow up with program graduates at least once monthly for six months after their program exit.
- Comply with funding requirements and related documentation, including financial assistance provided to participants, and assist in chart reviews and preparation for audits.
- Complete, submit and file required case documentation by established deadlines.
- Complete and submit weekly employment-related paperwork and monthly reports to the Housing Programs Manager as required.
- Meet with Housing Programs Manager for case supervision.
- Assist with collection of donations, fundraising efforts and special projects as needed.
- Participate in and represent SSFS at various networking events and committee meetings as assigned.
- Attend required Sanctuary staff meetings.
- Attend mandatory quarterly SSFS All-Staff meetings.
- Work with other SSFS and Sanctuary staff to maintain open communication and develop a team approach.
- Other duties as assigned

Qualifications

- Bachelor's degree in Social Work or related field
- At least 1 year of case management experience preferred
- Residential experience preferred
- Group facilitation experience preferred
- Bilingual (English/Spanish) preferred
- Knowledgeable about issues related to homelessness, domestic violence dynamics and trauma informed practices
- Excellent written and verbal communication skills and interpersonal skills

- Detail-oriented
- Strong critical thinking skills
- Strong problem solving skills
- Strong organizational and time management skills
- Ability to work and research information independently
- Some evenings and Saturday hours required; flexibility in scheduling a must
- Must have reliable transportation, proof of insurance, and valid driver's license
- Must be able to operate general office equipment
- Must be able to stand/walk for periods of time and lift up to 25lbs
- Ability to handle sensitive information in a confidential manner required
- Ability to demonstrate the values of SSFS

Compensation and Benefits

The compensation for the position is \$16/hour for 35 hours/week. SSFS offers benefits including holidays; PTO; medical and dental insurance; short-term and long-term disability; and the ability to contribute to a 403(b) plan. This position is also eligible for Aflac benefits such as telemedicine, dental, vision, short-term disability, etc.

If you are interested in applying for the position, please email your cover letter and resume to careers@ssfs1.org.

SSFS is an equal opportunity employer and values a diverse workforce. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or expression, national origin, genetic information, age, disability status, protected veteran status, or any other categories protected by law.

For more information about South Suburban Family Shelter, please visit our website at www.ssfs1.org.