

We are currently seeking an experienced Case Manager to join our dynamic Family Shelter Team here at The Rescue Mission. Please refer to our website to submit your cover letter, resume and application at <https://www.trm.org/employment/>.

The Rescue Mission is: A faith-based nonprofit organization; Drug/Alcohol free workplace; EOE. Pay DOE. For more information, visit our web site at www.trm.org

Rescue Mission Purpose, Vision and Value Statement

The Rescue Mission is a Christian non-profit organization that has been offering God's help, hope, and healing to the most impoverished members of our community since 1912. Our goal is to help everyone we work with become a fully contributing member of the community.

All Mission programs and services are based on Christian values and a commitment to quality. Clients are our primary focus, treated with dignity and compassion; relationships are built on love and truth; integrity is never compromised; service is measured for efficiency and effectiveness; and teamwork and trust are basic to our working relationships.

Job purpose

Provides case management to families residing at Adams St. Family Shelter.

Qualifications

- BA in Social Service, Human Service or related field preferred; AA required
- Experience working with low-income, diverse populations preferred
- Knowledge of Tenant/Landlord laws relating to the shelter.
- Familiar with grants and required statistical records/reporting
- Good computer skills, proficient in MS Word, Excel, Outlook
- Effective verbal, written and electronic communication skills
- Proficient math and grammar skills
- Professional and friendly telephone skills
- Good clerical skills, with exceptional attention to detail
- Ability to work as a member of a team inspiring trust and speaking truth
- Mentoring, coordinating, conflict resolution and dispute settlement skills
- Able to work independently with little supervision
- Able to respond effectively under stress
- Effective listening skills and problem solving techniques
- Job certifications: CPR/First Aid Certified; HMIS Certification
- Job specific qualifications: Valid WDL, good driving record, proof of insurance

Duties and responsibilities

Culture Work

- Establish professional, caring, strengths-based relationships built on truth, respect, encouragement and trust.
- Maintain a high level of integrity in modeling and promoting the Mission's core values and culture standards.

Team Work

- Work as a member of the program team to:
 - Help establish department strategies, policies and priorities
 - Advise the Adams Street Family Campus Manager in matters related to the family shelter and transitional housing clients
 - Help solve organizational challenges
 - Proactively assist as necessary in the overall success of the Mission

Direct Work

- Administrative/Clerical
 - Meet and greet visitors, clients, staff, interns and volunteers with a welcoming attitude.
 - Maintain accurate data and perform office duties including filing, faxing, copying.
 - Work with volunteers and interns assuring a mutually beneficial experience.
 - Receive supplies, organize, stock and maintain inventory.
 - Communicate through daily shift log entries; make notations about events, interaction and progress in log.
 - Prepare Incident Reports, Work Orders as needed.
 - Prepare staff schedules, compile and assist in submitting time sheets.
 - Document program, entry, exit and all required information in the HMIS database keeping HMIS data current and accurate.
- Relational
 - Interact with Family Shelter clients: provide trauma informed care, motivational interviewing, encouragement, and advice.
 - Help clients identify goals for their shelter stay, help them create an action plan with steps that will help them achieve their goals.
 - Coordinate with other organizations that will address client needs including housing, employment, and more.
 - Monitor client chores and follow-up with clients as needed.
 - Conduct room checks.
 - Monitor activities to ensure safety for and between clients, providing de-escalation, as needed.
 - Assess client strengths, goals and barriers to housing and self-sufficiency.
 - Meet weekly with clients for case management including coordinating and monitoring chores, class attendance, apartment cleanliness, budget urinalysis/breathalyzer, and set/review/refine goals.
 - Take action with grace and/or accountability when program participants violate rules.

- Perform other duties as requested by the Director of Adams Street Family Shelter Manager.

Working conditions

Flexible hours to include evenings and weekends as needed; interact with people with high barriers, including but not limited to people with mental illness, felony backgrounds and difficult personalities.

Physical requirements

Speak, listen, walk, climb stairs, travel from site to site.

Direct reports

None
