

**Position Title:** Open Door Women's Center – Case Manager

**Reports to:** Advocacy Manager

**Hours/Salary:** Mon-Fri, 7:30am to 3:30pm, \$23/hr



**Summary of Responsibilities:** The Case Manager works with clients who are experiencing homelessness to help them obtain housing, meet their health and wellness goals, and secure and maintain financial stability. Case Managers will meet regularly with clients and connect them to the necessary resources to help them meet their housing and wellness goals. Case Managers will arrange or provide transportation to appointments or other resources. Case Managers may also coach clients in basic life skills such as activities of daily living.

**Reports to:** Advocacy Manager

**Hours:** 40 hours per week

**The Mission Statement:** To reflect the love of Christ to all who come through our doors by building relationships and offering programs that foster dignity and respect.

**The Vision Statement:** For those we serve, we will be a community that overcomes obstacles, celebrates transformation, and realizes the full potential of all as children of God.

**Statement of Faith:** Employees affirm and accept the ministry of Dégagé to be a faith-based organization founded on the message and love of Jesus Christ and further affirm the mission statement of Dégagé as stated above. Employees will be asked to sign a Statement of Faith at time of employment.

**Core Values:**

- Celebrate the Divine Spark
- Walk with Others
- Make Order out of Chaos
- Do what you say, say what you need
- Embrace Learning

**Qualifications and Requirements:**

- A degree in Social Work or a combination of college and/or work experience.
- Strong Communication skills, both verbal and written.
- Ability to organize, prioritize and delegate independently.
- Ability to adapt to change.
- Possess a valid driver's license.
- The ability to work with and encourage people from all areas of the social spectrum.
- The ability to set an example by treating those whom we serve with dignity and respect. The ability to convey with passion the goals and vision of Dégagé.
- The ability and desire to be a team player, working to fulfill the mission statement of Dégagé alongside other staff members.
- Strong time-management skills and multitasking ability.

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- Always maintain confidentiality, showing discretion and diplomacy.
- Proficiency in Microsoft Office including Outlook, Excel, Word, and PowerPoint, Teams, and other pertinent computer software.
- Excellent interpersonal and customer service skills.

**Specific Responsibilities:**

- Using a Person-Centered approach to initiate and develop relationships with the women in shelter.
- Initiate, develop strong and safe relationships with clients using best practices and by following the organization's policies and procedures.
- Use Motivation Interviewing Skills with clients to set personal goals in the domains of housing, health and wellbeing, financial management, education and training, career and income.
- Develop and maintain relationships with community resources in health care, mental health care, social services and other supportive services as necessary.
- Maintain excellent records on client goals, progress, needs, and supportive services utilized for clients.
- Prepare reports on individual clients and case load for analysis and data tracking purposes.
- Meet regularly with clients to set goals, monitor progress, and offer direct services or to connect clients to resources or services as needed, including socialization opportunities. Meetings may occur as much as 1-2 times a week to start and will not be less than 1 time per month for the duration of their stay in shelter. Meetings are designed to ensure that clients maintain goals set for housing, a stable financial position, physical and mental health care.
- Provide transportation to a health care appointment, landlord meetings, or other appointments as may be required for the client to meet their goals
- Maintain accurate records and provide regular reports of client progress and program metrics.
- Meet regularly with the supervisor to discuss client progress and attend case conferencing meetings as needed with the supervisor and Shelter Director.
- Using Strength Based Model, evaluate what resources the women have available and what has helped them to be successful in the past. Together with each woman, set realistic, attainable goals with clear action plans. Work with the women to attain their goals, walking along side of them and holding them accountable.
- Ensure CHC Assessments are up to date for each woman to access to community resources.
- Develop and maintain relationships with community resources such as Network 180, Women's Resource Center, In the Image, Michigan Works, etc. Support the efforts of outside case manager if appropriate.
- Maintain a record on each women utilizing most appropriate software allowing for sharing of information internally and externally as appropriate. This includes tracking all exit interviews and recording change of addresses and phone numbers in Mission Tracker.
- Represent Degage at select agency/community/church meetings i.e. Community Outreach Court.
- Willingness to fill in other departments when needed.
- Participate in shelter guest activities.

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- Attend all staff meetings.
- Providing a weekly recap that includes names and addresses of women who have received housing. Women met and outcomes. Names of agencies connected with for that week.
- Maintain communication flow with the Shelter Director, Executive Director, Board, staff and external community resources, as appropriate.
- Work with volunteers to fulfill job requirements and outcomes.
- Maintain weekly daytime hours and occasional nighttime hours as needed to accommodate shelter guests' schedules.

#### **Working Conditions**

- Regular standing, walking, climbing, crouching, bending, pushing, or pulling
- Understand, speak, read, and write fluent in English
- Ability to communicate verbally and to accurately hear, with hearing corrections
- Ability to see 20/20, with vision correction
- Able to lift up to 20 pounds regularly
- Able to use fine motor functions

#### **Grant Requirements and Outcomes:**

- Attend diversion meetings and practice techniques learned.
- Complete housing assessments required by grants and document information and referral service.
- Practice real time data entry and ensure complete client records are entered.
- Reduce recidivism.
- Patrons are not required to see Patron Advocate; however, the Patron Advocate is required to give case management.

#### **Please Note**

This is an "at will" position. No length of tenure of employment is implied or stated.

Dégagé conducts pre-employment screening including a criminal background check and verification of work history.

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_