



## **Community Center Case Manager**

**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.

**Reports to:** Vice President of Programs

**Term:** November 2026 through March 2027. Opportunity to interview for a role at the end of the season.

**Classification:** 1st Shift, Full Time, 40 hours per week.

**Schedule:** Monday through Friday, 7:30am to 3:30pm

**Compensation:** \$23 per hour

**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.

### **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 Degage.
- 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.
- 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.
- Initiate, develop strong and safe relationships with clients using best practices and by following the organization's policies and procedures.
- Use Motivation Interviewing Skills and Trauma Informed approach 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 are designed to ensure that clients maintain goals set for housing, a stable financial position, physical and mental health care.
- Maintain accurate records and provide regular reports of client progress and program metrics.
- Meet regularly with the supervisor to discuss client progress.

- Using Strength Based Model, evaluate what resources the clients have available and what has helped them to be successful in the past. Together with each client, set realistic, attainable goals with clear action plans. Work with the client to attain their goals, walking along side of them and holding them accountable.
- Ensure CHC Assessments are up to date for each client to access community resources.
- Develop and maintain relationships with community resources such as Network 180, In the Image, Michigan Works, etc. Support the efforts of outside case management, if appropriate.
- Maintain a record on each client utilizing most appropriate software allowing for sharing information internally and externally as appropriate 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 guest activities.
- Attend all staff meetings.
- Providing a weekly recap that includes names and addresses of clients who have received housing. Clients met and outcomes. Names of agencies connected with for that week.
- Maintain communication flow with the Community Center Manager and staff and external community resources, as appropriate.
- Work with volunteers to fulfill job requirements and outcomes.

### **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:**

- Complete housing assessments required by grants and document information and referral service.
- Practice real time data entry and ensure complete client records are entered.
- Clients are not required to see the Case Manager; however, the Case Manager 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:** \_\_\_\_\_