JOB DESCRIPTION

**Job Title:** Case Manager  
**Department:** Homeless Services

**Reports To:** Director of Client Services  
**Classification:** Non-Exempt

**Job Summary:** Provide shelter services and appropriate supportive housing for homeless individuals or families, develop programs and resources and formulate case plans that promote moving towards self-sufficiency. Ensure the safety of all residents by implementing, monitoring and enforcing the rules and regulations of communal living and overseeing the maintenance of the buildings and grounds.

**Duties and Responsibilities:**

**Intake Process:**
- Completes an initial needs assessment and acts upon critical needs appropriately and immediately
- Orient clients to the shelter programs, requirements and consequences
- Assures that basic nutrition and hygiene needs are being met
- *Supportive Housing Case Manager* interviews and counsels prospective clients for the Supportive Housing Program

**Case plan:**
- Develops a comprehensive client-driven case plan with both short-term and long-term goals identified
- Completes a timeline and measures for each goal
- Monitors progress towards goals in regularly scheduled weekly sessions
- Evaluates and adjusts case plans as needed and provides written warnings with consequences if satisfactory progress is not being met
- Empowers clients to become involved in their own planning and goal setting
- Refers clients to appropriate resources to assist with meeting goals
- *Supportive Housing Case Manager* assures that specific HUD program goals are consistently being met and provides extensive case work to foster transition from homelessness to permanent housing

**Training Programs:**
- Designs, coordinates and implements Life Skills, Tenancy 101 and other training program aimed at learning and practicing life skills and decision-making
- Evaluates the program for effectiveness and producing changes in client behaviors
- Establishes and coordinates day and evening programs; schedules outside service providers and volunteers
- Participates in Crisis Intervention/Prevention training, Bloodborne pathogen training and other trainings deemed necessary to the position
Recordkeeping and Reporting:
- Maintains client files to include conversations, warnings, progress towards goals and documentation of any incidents
- Report critical incidents immediately to the Director of Client Services and the Director of Homeless Services
- Collects data necessary to meet funding requirements and statistical reports
- Completes the daily bed log, capacity reports, case management logs, turnaway reports and termination reports in a timely manner

Property Management:
- Assures the safety of each property through frequent tours of the facilities inspecting for any hazards or repair needs
- Reports any hazards to the Director of Client Services and Director for immediate attention; communicates with the resident managers to insure safety for the residents
- Facilitates the repair process in collaboration with the Director of Client Services and Director

Supervisory:
- Monitors the performance of the resident managers and provides coaching to improve their ability to manage situations during the off-hours
- Assures that resident managers receive all the training necessary to meet their job expectations
- Conducts performance reviews for each resident manager in compliance with SCS policy and submits to Director of Client Services for review

Teamwork and Collaboration:
- Works in collaboration with program and all other agency staff to facilitate a team environment
- Serves on SCS committees as requested
- Participates in Homeless Services team meetings and commits to group decisions
- Role models effective team behaviors
- Demonstrates effective communication skills in building relationships with all employees and clients.
- Creates good working relationships with local welfare administrators and other area service providers and support groups to facilitate the access to area resources for the clients
- Substitutes for other staff when need arises

SCS Values and Culture:
- Treats all clients, visitors and employees with caring, kindness, respect and dignity
- Adheres to SCS policies, procedures, code of conduct and attendance rules
- Maintains strict confidentiality of all information.
- Adheres to the policies in the use of computer technology and all tele-communication devices
**Job Requirements:**
**Core Job Requirements & Top Priorities**

- Computer skills including Microsoft Word and Excel with the ability to learn new programs.
- Experience in Human Services and with a variety of populations (mentally ill, disabled, substance users etc.)
- Ability to solve problems, make decisions, resolve conflicts and LISTEN.
- Ability to deal calmly in crisis situations.
- Strong interpersonal skills with the ability to be compassionate and firm and always maintain confidentiality.
- Knowledge of community resources.
- Ability to be flexible.

**Behavioral Competencies:**
- Accountability
- Adaptability and Flexibility
- Bravery
- Conflict Resolution
- Counseling Skills
- Honesty/Integrity
- Persuasion
- Teamwork and Collaboration

**Education & Other:**
- Associates Degree
- Bachelors Degree preferred
- Or equivalent in education and experience
- Human Services experience
- Some Management or Supervisory experience
- Experience with disabilities helpful
- Valid NH Driver’s license and vehicle with liability insurance