



POSITION DESCRIPTION

Job Title: Case Manager

Exemption Status: Nonexempt. Part-time, 20 hrs/week

JOB SPECIFICATIONS

Education:	Bachelor's Degree required in Social Work or related field.
Job Related Experience:	Licensed Social Worker preferred
Additional Requirements:	Successfully complete background check. Valid driver's license.
Supervision Received:	NUMAS Haus Executive Director
Salary:	\$20-\$25/hr depending on experience
Hours:	20 Hours per Week

JOB SUMMARY

The Case Manager is responsible for day-to-day coordination of program components in support of residents' case plan as they work towards self-sufficiency and obtaining housing. The Case Manager supports, encourages, advocates for, monitors, and holds residents accountable to their individual goals and case plans.

NATURE AND SCOPE

NUMAS Haus provides safe, temporary housing for homeless single women, with or without children. The program develops and provides internal and external resources in support of residents' goals of obtaining housing and long-term stability. The program also provides on-going case management for families who complete the NUMAS Haus program for up to two years after moving into their own housing.

Job Duties:

1. NUMAS Haus Shelter

- Respond to on-call emergencies.
- Inspect and monitor physical shelter properties regularly and report any concerns to the Executive Director.
- Hold residents accountable for housekeeping and other shelter responsibilities as assigned.
- Assist with light cleaning, snow removal, and maintenance of the shelter.
- Clean and prepare rooms for new residents.

2. NUMAS Haus Resident Program and Case Management Program

Assist the Executive Director with:

- Selection of residents for the NUMAS Haus program.
- Conducting telephone interviews/assessments for potential residents to determine history, barriers, and appropriate resources available to the caller.
- Preparing intake packets for new residents.
- Completing intakes for new residents, utilizing the necessary admission forms.
- Orienting new residents to the program and ensuring the understanding of all house rules, policies, and procedures related to the program.
- Helping residents establish and work on personal, self-sufficiency and housing goals, by providing them with appropriate information and resources to be successful.
- Supporting and encouraging resident progress and monitoring and holding them accountable to their individual program plans.
- Monitoring residents' progress through regular individual contact and contact/coordination with appropriate external client resources.
- Documenting all necessary case notes in a timely manner, keeping all necessary information for annual reporting, and maintaining files in an orderly fashion.
- Initiating and documenting necessary intervention in resident program planning and goal work.
- Identifying the need for resident discipline or termination due to a significant breach of program policies/procedures.
- Resolving inter-resident conflict.
- Maintaining historic inquiry/telephone client contact file system.
- Scheduling and leading house meetings for residents as needed.
- Managing resident savings accounts.
- Maintaining client confidentiality at all times and in all situations.
- Transporting residents or completing other work assignments that may involve driving.
- Assisting with all other tasks and duties as assigned by Executive Director.

3. NUMAS Haus Volunteers

Assist the Executive Director with:

- Recruiting, training, and scheduling volunteers to supervise the shelter on evenings and weekends.
- Developing non-supervisory volunteer opportunities to support the work and mission of NUMAS Haus.
- Scheduling and leading a monthly meeting for volunteers to provide ongoing training and communication among volunteer staff.
- Completing background checks on all volunteers.
- Maintaining volunteer service records.

4. Donations

- Answer questions regarding donations and coordinate donation drop-offs.
- Organize donations.
- Assist the Executive Director in determining donation needs.

5. Organization Relationships

- This position reports to the Executive Director and will meet regularly with the Executive Director regarding resident program progress and development.
- Maintain contacts with appropriate external program providers and resources.
- Maintain awareness of our position in the "continuum of housing needs" through contacts with various agencies and providers.
- Attend appropriate training as directed by the Executive Director to maintain skills for successful job performance.
- Maintain certification/training in areas such as basic first aid, CPR, and blood-borne pathogen protocols.

Character:

The Case Manager will uphold and support the mission of NUMAS Haus through behavior that is consistent with the highest moral, ethical, and legal standards, as outlined in the NASW Code of Ethics.

Physical Effort:

This position requires moderate physical exertion. The person is required to physically inspect sleeping quarters, moving of tables, chairs, beds and other furniture and appliances. Some cleaning and light maintenance are also required along with the use of stepladder and climbing of stairs. Some light snow removal is also necessary.

Working Conditions:

This position includes the possibility of exposure to dust/odor as well as airborne particles and contagious illnesses. This position also includes the possibility of intimidating or potentially violent behavior from residents and/or prospective residents. The risk of Blood Borne Pathogen exposure is moderate.