



Title: Homeless Services Case Manager

Department: Crisis Program

Type: Full -Time/ hourly

Supervisor: Program Director

Compensation: \$17/hour

Send Resume to: hershelterjob@gmail.com

Job Summary: Responsible for the implementation of case management and crisis intervention for individuals and families entering shelter due to Domestic Violence, Sexual Assault, Human Trafficking and Homelessness. Assists in the long term sustainability of clients by providing resources and help with finding sustainable employment and permanent housing options. Coordinates with other agencies to ensure clients are exiting to long-term housing options

Responsibilities:

1. Completes individual client assessment packets with every adult that enters shelter and/or hotels within 48 business hours of entering.
2. Assists with the homeless and DV hotlines as needed
3. Aids in ensuring shelter clients have access to basic needs (i.e. personal hygiene, food, water, etc.)
4. Performs direct case management with individuals and families. Connects with support as needed within the shelter programs.
5. Coordinates with other agencies to ensure clients have access to all available resources
6. Reviews, prioritizes and takes appropriate action in advocating for clients as needed to obtain permanent housing solutions, employment assistance and resources, medical and mental health needs and long term sustainability.
7. Coordinates with the Children's Program Manager.
8. Attends coordinated entry meetings to present clients for available housing spots.
9. Supports the H.E.R. mission through assisting in workforce development, client opportunities, and program development.
10. Works with clients to provide thorough understanding of long term sustainability, permanent housing and the connection to gainful employment.
11. Documents all services, activities and incidents using appropriate forms, reports and/or client files. Utilizes ECM, Va Data, and internal tracking.
12. Maintains accurate and timely reporting of grant documentation, compliance, monthly, quarterly, and annual reports.

13. Maintains an understanding of domestic violence, mental health issues, and uses a trauma informed approach.
14. Continues trainings to broaden services in fields of Domestic Violence, Sexual Assault, Human Trafficking and Homelessness.
15. Coordinates and provides transportation when needed.
16. Assists clients with employment screenings, resume writing, and job readiness skills.
17. Actively participates in training seminars, staff meetings, program meetings, speaking engagements and other agency functions.
18. Maintains a professional demeanor with supervisor, co-workers, clients and other organizations representatives. Communicates effectively and courteously. Brings appropriate issues to the Executive Director's attention. Adheres to H.E.R. policies and procedures, including the Standard of Conduct.
19. Large emphasis placed on providing direct client support in all facets of client's goals, (i.e. assisting with job search, helping with life skills, providing on-going emotional support, and supporting client's in their initiatives to accomplish becoming sustainable).
20. Performs all other duties as assigned.

Requirements: Undergraduate degree in Human Services, Social Work, Counseling or related area preferred. Must possess strong proficiency in computer software programs. Case Management experience helpful.

Personal Qualifications:

- Ability to work independently to accomplish program goals
- Ability to collaborate with other service providers and maintain partnerships that benefit the clients and agency
- Professional and sensitive attitude, which reflects the philosophy of the H.E.R. Shelter.
- Excellent driving record, valid driver's license, certificate of insurance from an insurance carrier licensed in the state of Virginia
- Knowledge of domestic violence issues
- Ability to communicate orally and in writing
- Ability to multitask and manage multiple needs of work load appropriately