

Newcap, Inc.

JOB DESCRIPTION

JOB TITLE: Shelter Case Manager

FLSA STATUS: Non-Exempt

JOB GRADE:

REPORTS TO: Shelter Supervisor

GENERAL SUMMARY:

The Shelter Case Manager is responsible for the daily case management of the clients selected to participate in Newcap's shelter programming. The Shelter Case Manager will form relationships with area resources, shelters, and landlords to secure stable housing options for shelter and motel voucher clients.

AGENCY EXPECTATIONS:

- ❖ Adhere to agency policy and procedures.
- ❖ Exceptional Communication and organizational skills.
- ❖ Maintain a positive and respectful attitude.
- ❖ Demonstrate flexible and efficient time management and ability to prioritize workload.
- ❖ Consistently report to work on time prepared to perform duties of position.
- ❖ Has a strong work ethic having the needs of the organization and the clients as the primary priority.
- ❖ Ambassador for Newcap, Inc., along with all employees, and responsible for marketing/promoting the organization and its programs both internally and externally.
- ❖ Demonstrates leadership to gain and maintain credibility, trust, and respect of all employees.
- ❖ Proactively and effectively communicates the knowledge gained from education to others in the organization, through the use of presentations, e-mails, and conversations.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Agency Intake:

- ❖ Take calls from clients in need of agency programs, ask screening/qualification questions.
- ❖ Refer to appropriate agencies or begin application process by sending application packet.
- ❖ Maintain knowledge of all Newcap programs and related community programs and services.
- ❖ Provides support and direction for people as they transition from homelessness to housing

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Case Management:

- ❖ Complete Coordinated Entry referrals on an as needed basis
- ❖ Assist unsheltered individuals and families with motel vouchers as needed following the funding rules
- ❖ Directly work with a team of advocates and support staff
- ❖ Advocate for program participants as they search for supportive and/or independent housing and provide oversight of internal housing programs.
- ❖ Help participants create support systems and participate in the community as they desire.
- ❖ Provide independent living skills instruction to shelter residents
- ❖ Maintain relationships with services providers, volunteers, staff and community members.
- ❖ Maintain regular contact with the supervisor and shelter support staff to apprise them of resident progress and to assist in the resolution of potential problems.
- ❖ Assist families with coordinating a move out plan
- ❖ Work with clients on a one-on-one basis to provide education, guidance and referrals tailored to each client's unique circumstances and create housing stability plans
- ❖ Assist and coach clients with job search, job placement, interview preparation, resume modification, and promote job retention
- ❖ Collaborate with Newcap Coaching Team to connect client and client's family to all programs and resources they need to achieve their goals and dreams
- ❖ Work with household to obtain housing stability with permanent housing.

Shelter Oversight:

- ❖ Responsible for the daily operations of the shelter including, cleanliness, safety, and security of the facility to ensure the building and facilities are maintained as necessary to provide a safe and effective environment for employees, clients, volunteers, and visitors.
- ❖ Conduct facility walk throughs regularly
- ❖ Maintain inventory of shelter supplies and donations for shelter operations.
- ❖ Provide feedback to shelter supervisor about observed resident progress and resident interactions
- ❖ Assist residents with completing mainstream resource applications.
- ❖ Conduct crisis intervention as needed

Data Compliance:

- ❖ Enter Coordinated Entry into the Homeless Management Information System (HMIS) and case notes into agency database
- ❖ Compliance with HMIS policies and procedures.
- ❖ Must be complete HMIS training and gain access to HMIS system.
- ❖ Utilize and maintain Coordinated Entry data in agency database to ensure compliance with data standards and record-keeping
- ❖ Makes necessary corrections to information entered. Compiles, sorts, and verifies accuracy of data to be entered. Keeps record of work completed.

- ❖ Have a clear understanding of data requirements for CSBG reporting and program.
- ❖ Upload client documentation into agency database and HMIS
- ❖ Track Program Income and in-kind donations for program
- ❖ Maintain accurate and complete resident files per grant guidelines

Policy and Procedure:

- ❖ Follow Newcap policy and procedures at facilities
- ❖ Maintain compliance with local, state, and federal shelter policy and procedure
- ❖ Follow mandatory reporting procedure

Responsible for other duties as assigned or required.

WORK CONDITIONS:

This work is generally performed in shelter environment.

EFFORT:

Long periods of time working at a computer terminal. Use of a keyboard may be stressful to hands or wrists. Frequent answering of telephone calls, entering data, standing, reading, working with paperwork. Minimal evening and weekend hours.

MACHINES, TOOLS, EQUIPMENT:

Computer, cell phone, printer, photocopy machine, telephone

CABILITIES REQUIRED

- Ability to read, write using proper grammar/punctuation, communicate effectively, interpret data
- Possess organizational, planning, and analytical skills
- Computer skills
- Experience with spreadsheets, word processing, data entry, converting paperwork into files
- Ability to perform tasks with minimal supervision or over-site
- Professional and pleasant demeanor

MINIMUM QUALIFICATIONS:

- Bachelor's degree in Social Work, Human or Child and Family Development, Early Childhood Education, or a related field and 2 years work experience in a social service related field.
- If no Bachelor's degree, then an Associate's degree is required along with 2 years work experience in a social service related field.
- Experience working in shelter setting
- Experience or ability to main records, prepare written documents, reports, and other materials both hard copies and electronically.
- Experience working with homeless individuals and families is desired.
- Knowledge of the Housing First philosophy, preferred

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SPECIAL REQUIREMENTS:

- Must possess a valid driver's license
- All staff must undergo a background check
- Must be able to maintain confidentiality of information

PHYSICAL DEMANDS:

Employee must be able to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



Approved:

Employee Date

Supervisor Date

Director of Human Resources Date

Executive Director Date