

FRIENDLY HOUSE, INC.

IN THE HOUR OF NEED FAMILY SHELTER

Case Manager Job Description

PROGRAM: In the Hour of Need (IHN) Family Shelter provides shelter, supplies, and housing advocacy services to Families with children who are experiencing homelessness regardless of race, religion or family structure.

SUPERVISOR: IHN Program Director and IHN Advisory Board

GENERAL DUTIES: The IHN Case Manager's primary responsibilities will be to assist the Program Director in screening potential Families, provide case management to sheltered Families, support Families with setting and achieving goals, aid with housing and job search, provide follow-up services for Families who have secured housing, communicate with Shelter Staff/Volunteers for program continuity, and to be an advocate in the community for IHN.

SPECIFIC DUTIES:

1. Respond promptly to referrals and assist with intakes and assessments of potential Families.
2. Provide case management in the form of documented files including Service Plans, Case Notes, community referrals, and coordinated services.
3. Assists Families with job search, developing resumes and employment skills or furthering their education including coordinating educational Life Skill classes on budgeting/money management and accessing support services in the community.
4. Assist Families with all phases of the housing application process: including but not limited to, obtaining and completing rental applications, accompanying Families to view housing options, acting as an advocate with property owners and housing managers/authorities. The Case Manager will complete weekly checks of housing search documentations and keep accurate records detailing housing search.
5. Provide follow-up services to support Families as they transition from shelter to permanent housing including Families receiving ESG Rapid Rehousing/ Homeless Prevention funds.

6.Participate in all IHN Staff meetings, relevant trainings, and attend community-based meetings to build and maintain relationships with area agencies.

7.The Case Manager is expected to enforce all program policies and procedures and work with the Director to update and implement new policies and procedures as needed.

DESIRED QUALIFICATIONS:

The Case Manager must be 21 years of age and have a minimum of 2 years of college, post high school, or relevant work experience.

A successful applicant will have familiarity with MA housing/shelter and income assistance programs, Greater Worcester area social service programs, and experience working with Families in crisis/experiencing homelessness.

Applicants must be well organized, be able to take direction, exhibit personal leadership, and manage her/his time effectively. S/he must have the ability to function independently with minimal supervision, and to plan, coordinate, and carry out those tasks necessary to meet job responsibilities.

Applicants must have effective communication skills, both oral and written, with Families, visitors to the shelter, volunteers, co-workers, funders, and regulatory agencies.

The ability to relate cultural, religious, and economically diverse population is essential. Bi/multilingual is a plus.

Applicants must be certified in CPR/First Aid and Opiate Overdose Administration or obtain certification within 3 months of hire.

Applicants must have a valid MA driver's license. This position requires local travel. Some evening/weekend work may be required.

Applicants must submit to a CORI background check.

JOB TYPE: Full-Time Employees are regularly scheduled to work a minimum of 30 hours per week on a preestablished, regularly assigned work schedule. Part-Time Employees are regularly scheduled to work up to 30 hours per week on a pre-established, regularly assigned work schedule.

Compensation is negotiable.

Revised December 2022

