



DORCAS MINISTRIES
CHRISTIAN COMMUNITY IN ACTION, INC.

POSITION DESCRIPTION:

Housing Case Manager

Position Summary:

This position is responsible for providing case management services for clients in Client Services. The case manager collaborates with the client, staff, and volunteers in developing and implementing strategies to promote client self-sufficiency. The case manager employs a holistic approach to case management with the goal of increasing the client's financial, vocational, physical, emotional, and spiritual stability. This position reports to the Senior Case Manager.

Essential Functions:

- In combination with the Client Services staff and volunteers, identify clients in need of case management support. Caseload may include clients with variety of presenting concerns depending on organizational needs.
- Systematically complete intake and assessment using a strengths-based approach.
- Support client in the areas of housing, job training and education, financial literacy, physical and mental health, spirituality and community networks through:
 - Regular meetings and other contacts with clients in order to set mutually-agreed-upon goals, create action plans, monitor progress, and establish discharge plans;
 - Education about and connection to Dorcas-based programs;
 - Providing accurate and timely referrals which support client in achieving goals.
- Research and maintain an up-to-date list of community resources. Develop relationships (both formal and informal) with area agencies that provide complementary services.
- Assist in the development and implementation of best practices and ongoing program evaluation.
- Report on participation rates, client needs, client outcomes, and other data as needed.
- Ensure data quality, accuracy of client files and records, completeness of paperwork and data entry.
- Assist with annual budget planning. Review expenditures against forecast regularly.
- Attend weekly staff meetings, actively participate in strategic planning, and support Dorcas development and fundraising activities.
- Assist with ensuring safety and security of our clients, volunteers, staff, and facilities by responding to crises as appropriate and needed.



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- Perform additional duties as requested by the Senior Case Manager and Director of Client Services, including scheduling crisis counselor appointments, offering case consultation to volunteer crisis counselors, and other task as assigned.

Qualifications:

- Have the ability to work effectively in a culturally diverse environment.
- Have the ability to manage time well and work under stressful conditions with an even temperament.
- Have the ability to maintain harmonious working relationships with staff, volunteers, donors, and the public.
- Have the ability to follow written and oral instructions.
- Have the ability to maintain appropriate professional boundaries.

Requirements:

- Must possess degree in social work or related field (master's degree preferred)
- Must have at least 2 years of experience in case management.
- Must have strong computer skills and be proficient in using the internet, email, and MS Office programs.
- Must possess excellent written and oral skills
- Must possess a valid driver's license with a good driving record.
- Must adhere to confidentiality policy.

Board approval: Pending
Updated November 9, 2018