

## **Permanent Supportive Housing Case Manager**

Location: Good Shepherd Center – Wilmington, NC

Status: Full-time afternoon and mostly evening hours, with some weekend and holiday hours

### Background

Founded in 1983, Good Shepherd has grown to become the largest provider of services to the hungry and homeless in the Cape Fear region. Programs and services include a soup kitchen, food salvage program, day and night shelters, on-site medical clinic, case management and counseling, transitional and permanent supportive housing for homeless veterans. The organization has 30 part- and full-time staff and more than 500 volunteers. Good Shepherd has worked diligently and intentionally to move beyond serving merely as a safety net for hungry and homeless guests, devoting equal time and resources to transitioning our guests back to housing and stability in the community. This commitment is reflected in our mission:

*To feed the hungry, shelter the homeless, and foster transition to housing.*

### Position Summary

Good Shepherd Center is seeking an experienced human services professional to provide case management services to individuals in Permanent Supportive Housing. The work environment is fast-paced and the individual must demonstrate a great deal of flexibility in their approach to the many facets of the role. The ideal candidate will possess knowledge of issues related to homelessness, mental health, and best practices in service delivery. S/he will work closely with an agency team of shelter staff and case managers and report directly to the Programs Director. *Knowledge of and experience with Homeless Management Information Systems, HUD Continuum of Care, NC Emergency Shelter Grant (ESG), and Rapid Re-housing efforts strongly preferred.*

### Responsibilities

Specific responsibilities will include but not be limited to:

- Providing case management and service referral to guests of Good Shepherd's SECU Lakeside Reserve; assisting guests in setting and working toward goals to increase their income and support future housing stability.
- Providing regular follow-up (by phone and through home visits) to re-housed guests to evaluate continued stability and connect with additional resources as needed

- Assisting homeless guests with household budgeting and skills development that will support lasting stability
- Supporting a healthy, organized, collaborative and productive work environment where staff talents are utilized and all program staff, regardless of background or extent of formal training, respect and learn from one another.
- Keeping abreast of and utilizing Best Practices.
- Ensuring that data is collected and input into appropriate systems; preparing monthly, quarterly, and annual reports as needed.
- Demonstrating ability to interact effectively with program guests, showing both compassion and consistency.
- Developing and maintaining cooperative and professional relationships with public and private social service and other agencies to enhance programming for guests.
- Performing other tasks and duties as assigned.

#### Education, Skills, & Preferred Qualifications

- passion for GSC's mission and a commitment to working as part of a team toward ending hunger and homelessness in our region.
- ability to balance compassion with consistency and respect for established policy.
- commitment to social work Code of Ethics and modeling ethical practice for others.
- excellent communication skills (electronic, face to face, community presentations, with clients, staff, volunteers, and community members).
- conflict resolution skills
- **demonstrated track record of success in social services case management – successful track record in Rapid Rehousing of homeless individuals and families ideal**
- proficiency in Microsoft Office programs and service databases. *Knowledge of Homeless Management Information Systems (HMIS) preferred.*
- energetic, confident in abilities, creative and with a sense of humor.

#### Compensation

Commensurate with experience and abilities and reflective of salary levels in nonprofit organizations.

### Application Process

Please send resume and a cover letter (detailing experience and including salary expectations) to [officemanager@goodshepherdwilmington.org](mailto:officemanager@goodshepherdwilmington.org). Please include job title in subject line and send resume and cover letter as attachments. Materials missing requested information will not be considered.

Professional references will be required from finalists. Academic and criminal background checks will be conducted before a final offer is made. Position will remain open until filled.

No phone calls, please. Thank you in advance for your interest, time, and effort.

Good Shepherd Center is an Equal Opportunity Employer (EOE)/Drug Free workplace.