

Case Manager at the Helen Wright Center for Women

Status: Exempt (Full time)

Department: Crisis Support

Reports to: Director of Crisis Programs

PROGRAM SUMMARY:

The Helen Wright Center for Women provides emergency shelter to homeless women. The primary intent of the emergency shelter is to provide both safe shelter and the opportunity to receive supportive services that will help clients increase and maintain housing stability and self-sufficiency.

The case management position is a full-time position with evening work required. This position reports to the Director of Crisis Programs.

DUTIES/RESPONSIBILITIES:

Direct Client Contact/Case Management (60%)

- Provide effective case management to assigned clients, including the following functions:
 - Assess the client's status and needs
 - Plan (by developing a case management plan) in order to maximize responses, quality and cost-effective outcomes
 - Facilitate communication and coordination between care/service/support providers
 - Educate the client about service options, available resources, and case management
 - Empower the client to problem solve in order to achieve outcomes
 - Promote client self-advocacy and self-determination
 - Advocate for client needs in order to achieve positive outcomes
- Provide case management in other non-office locations as appropriate
- Accountable to achieving the program's desired outcomes with the program team
- Fulfill the specific program requirements (e.g., weekly case management sessions, workshops, etc.)
- Serve as a consistent, positive and appropriate role model to the women that we serve

Service Documentation and Evaluation (30%)

- Maintain thorough, accurate records of case management activities with every program participant
- Maintain HMIS database by entering client data
- Compile program outcome data for required reports.
- Communicate regularly with other staff via email, incident reports and briefings
- Effectively utilize case conferencing and supervision to support case management work
- Other duties as assigned by the Director

General (10%)

- Assist with office-related tasks as needed
- Attend all job-related meetings, including program staff meetings and agency-wide meetings
- Participate in opportunities for learning and skill maintenance/development, including internal and external training and workshops
- Assist with other duties assigned by the Director

QUALIFICATIONS:

Education

Minimum of a BSW; MSW preferred

Prior Case Management experience required

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Skills, Abilities, and Knowledge

- Ability to quickly build trust and rapport in interpersonal relationships
- Strong written and oral communication skills
- Exceptional listening, critical thinking, and problem solving skills
- Strong facilitation and mediation skills
- Ability to develop and maintain relationships with community partners and outside agencies
- Ability to manage multiple projects concurrently and be flexible with priorities
- Demonstrated ability to develop and maintain priorities and meet established deadlines
- Exceptional organizational skills
- High level of flexibility and ability to prioritize appropriately
- Ability to work with people of diverse socio-economic and cultural backgrounds
- Understanding of and sensitivity to the needs of the homeless
- Understanding of and strong adherence to social work ethics