

Shelter Case Manager

The Shelter Case Manager works with shelter residents to develop individualized service plans to move into permanent housing, assists with day-to-day shelter operations, and functions as a liaison between residents, community service providers, and program staff.

Primary job duties:

- Provide comprehensive case management services to all clients including: intake assessment, goal setting, long-term case plan development, progress monitoring, advocacy and referrals, and setting of long- and short-term goals
- Refer clients to appropriate resources to assist with meeting goals and provide follow-up support as needed
- Establish timeline and measures of success for each goal
- Evaluate and adjust case plans as needed and provide written warnings with consequences if satisfactory progress is not made toward goals
- Input accurate and complete data for all contacts with clients into agency database, including entry/exit data
- Manage shelter wait lists in accordance with GRACE policy
- Coordinate access to financial assistance programs for shelter residents
- Follow GRACE policy for documentation and confidentiality
- Meet regularly with clients to monitor progress on goals
- Respond to emergency situations and provide additional support to program staff as needed
- Attend all scheduled staff and team meetings and bring suggestions for improvement
- Prepare and submit program reports as needed
- Other duties as assigned

E-mail resume and cover letter no later than 5 pm on October 15, 2015 to jdecarmine@gracemarketplace.org. Cover letter should include an overview of similar experience and your case management philosophy. Incomplete applications will not be reviewed. Previous case management experience, and experience with Bowman ServicePoint, preferred.