



## ROLE DESCRIPTION

### **ROLE: Case Manager**

**DEPARTMENT:** Homeless Services - *HS is the oldest ministry of City Gospel Mission (CGM.) We exist to provide emergency housing and an opportunity for a life reset for men in need throughout the greater Cincinnati area.*

**REPORTS TO:** Director of Case Management

**CLASSIFICATION/ STATUS:** Full-Time (40 hours/Week) This includes working one night during the week from 11am until 7pm. The work is conducted primarily at our men's shelter in Queensgate (1805 Dalton Avenue, Cincinnati, OH 45214.)

**GENERAL STATEMENT OF DUTIES & RESPONSIBILITIES:** Case managers work one-on-one with residents of the shelter. A big part of the work is helping residents navigate problems and challenges which might include struggles with domestic violence, physical or emotional illness, alcoholism, drug abuse and other conditions that have contributed to their homelessness. Case managers coordinate with other service agencies to help these clients secure permanent housing, health care, financial help or job training. Case Managers also work closely with other Shelter personnel including the Day Program Manager, Operations Manager, Volunteer Coordinator and Community Facilitators.

### **MAJOR POSITION RESPONSIBILITIES:**

1. Conduct the work of Case Management in a manner that is aligned with the ministry's core values of being: Godly, builders of meaningful Relationships, Compassionate and focused on Positive Transformation for Ourselves and Participants in our Programs.
2. Establish a productive working relationship with the men who are staying at the shelter. Use your skills and experience to access the physical, social, mental, and spiritual needs of residents. Identify resident's barriers (and the severity) and then create and implement an effective and comprehensive case plan.
3. Employees in this role will manage a caseload of 20-30 residents (men only.) They will be a member of the case management team. Team members seek to motivate, encourage and provide accountability for the clients so they can reach their established case plan goals. Each case manager collaborates with the others to carry out the policies and procedures that will help our residents have positive life transformation.

4. Provide complete, accurate and timely documentation. Many tasks are time sensitive and it is important to complete them in an efficient manner. Categories of tasks include, but are not limited to: phone calls, emails, appointment letters to residents, intakes, archiving (filing), encounter documents (notes on residents/situations) and aftercare calls.
5. Case Managers must handle crisis situations effectively. Staff assists with crisis situations when necessary. Aiding residents who have urgent needs will require sound judgment and initiative, since some situations cannot wait for a supervisor, another case manager or leadership staff, to engage at that moment of need. The ability to de-escalate and prevent conflicts, while helping individuals process situations, are critical skills. Case manager may need to: call Emergency Personnel or show Emergency Personnel where to go upon arrival or sit with a resident until Emergency Personnel arrive, etc.
6. Our case management team makes connections with community resources that will benefit residents and the shelter culture. Categories include: job support, recovery/addiction programs and housing resources.
7. Have an awareness and ability to adapt and uphold to ethical principles, standards, policies and procedures, etc.
8. Able to identify, address, and implement personal and professional boundaries within oneself, residents, coworkers, community and other agencies.
9. Has desire to continue learning in beneficial areas such as, poverty, abuse, addiction, mental health, etc., in order to serve our residents and community more effectively and grow as a professional.
10. Work collaboratively as part of the homeless service team to achieve organizational goals, in an environment that has constant change. As a consequence, staff members should be comfortable with changes in our programs, polices, and procedures.

Teamwork includes giving input, brainstorming and even doing research to help ensure that we are conscious of biases, norms, barriers, etc., as we continue to grow and improve our programs to benefit the residents, staff, and community. This mindset extends to other departments within City Gospel Mission.

11. Pray regularly for clients, staff and City Gospel Mission. We value the power of prayer and encourage staff to pray. Spiritual growth is encouraged, but not forced on residents. We believe praying for our clients has a positive impact on residents and staff.
12. Because dinner time meals are open to the public every evening, Case Managers may have this as an opportunity to build rapport with not only our residents but with other men, women and children who may be living in poverty and despair.

As with all CGM staff, the person in this role will complete other work-related duties as assigned.

## **PERSONAL REQUIREMENTS:**

1. Have the personal experience of receiving, by faith, Jesus Christ as Savior and Lord and be actively involved with a local church.
2. Have a passion to see men, women, and children come to know Jesus Christ as their personal Savior and Lord.
3. Have a personal fellowship with the Lord, which includes daily prayer and regular Bible study and church attendance.
4. Agree with and sign City Gospel Mission Statement of Faith.
5. Have a personal conviction to serve people of all ethnicities with genuine care and equity.
6. Must pass background and drug test.

## **SKILLS AND EDUCATIONAL QUALIFICATIONS:**

1. Bachelor's Degree and two years of related experience.
2. Experience working with Homelessness, Substance Abuse, Mental Health, Housing, and Criminal Justice systems preferred.
3. General knowledge of computer programs such as Outlook, Word, Excel, PowerPoint, and Google Docs.
4. Ability to exercise a high degree of independent decision making and discretion along with implementing, upholding and obtaining confidentiality.
5. The person in this role is able to be flexible, while able to say no and maintain appropriate boundaries.
6. Candidate is able to communicate clearly in oral and written form. He/she listens well.
7. Is able to be organized and use time wisely.

Interested candidates, please submit a resume and cover letter to Kelly Wilson at [KWilson@citygospelmission.org](mailto:KWilson@citygospelmission.org)

Date Revised: 3/3/20