Job Description

Job Title: Case Manager, 3rd Shift	**Reports To:** Executive Director	**Department:** Shelter Management
SCOPE OF POSITION: The Case Manager is responsible for providing overall management and supervision of all clients and the MATS facility during assigned duty hours and providing basic counseling, education, and coaching to clients to teach them basic soft skills, job readiness, and budgeting skills to further their success in gaining sustainable income and independent housing.		

1. Answer phones and complete all initial contact screens on potential clients, and determine eligibility into the program.
2. Oversee shelter functions and supervision of clients.
3. Complete program intakes on approved clients
    a. Drug/alcohol screening, warrant, sex offender checks, and soft background checks
    b. Complete intake packet with all paperwork filled out and all documents signed by the client and case manager. Maintain resident files and documentation. Ensure files and resident information are kept confidential.
    c. Assign a bed and locker to the client
    d. Issue any hygiene products needed
    e. Have client shower and wash all clothing brought in (including what the client wore into the facility)
    f. Issue bed linen, pillow, blanket, towel, and washcloth
    g. Log all medications into a med log
    h. Give the new client a tour of the facility
    i. Create an individualized plan for the new client
    j. Provide referrals to clients who need further assistance/services utilizing area resources.
    k. Assess clothing items the client needs; if we do not have the items/sizes, leave a list for week day CM to call Central Services with exact needs and sizes.

4. Provide case management to clients, assist with application help, resume writing, budget creation/modification, and training according to their plan to ensure optimal success for the client.
5. Provide local referrals for clients needing other services or programs.
6. Coordinate appropriate reassignment of beds due to shelter capacity or handicap needs.
7. As clients get paid, sit with them and perform the 80/20 method. Keep their savings log up to date and set their exit date based upon income/time frame needed for success.
8. Assist clients with housing referral information to help in their successful transition from shelter to independent living.
9. Coach parents on parenting skills as needed and refer them to Stepping Out parenting classes for clients needing extra help.
10. Distribute over-the-counter and prescription medication as directed on the bottle/packages, and log appropriately in the med log for the client.
11. Ensure completion of assigned chores, coach residents, and issue violations as needed to maintain facility and grounds.
12. Perform dorm checks to ensure tidy, neat living quarters.
13. Perform daily walk-through of the facility to ensure everything is clean, decluttered, and furnishings are appropriately placed. Look for safety hazards during each walkthrough and fix issues immediately.
14. Monitor cameras and ensure the facilty and grounds are running smooth with no issues.
15. Enforce all facility rules and write infractions of rules when needed.
16. Conduct random drug/alcohol screenings to keep clients accountable for their plan and success.
17. During winter months for nights of 32 degrees and below, help set up and sign in the warming station crew.
18. Maintain Second Harvest food standards on dented cans, out-of-date items, first in-first out, and food stored in the pantry at a minimum of 6” off the floor.
19. Oversee proper storage of leftover or donated food (must be labeled/dated and discarded within three days)

20. Report all major repairs and/or facility emergencies to the Executive Director.
21. Provide, maintain and disperse donated items to clients as needed. Maintain donated items in a neat and orderly fashion.
22. Diffuse any potentially dangerous situation utilizing verbal de-escalation with residents and calling 9-1-1 as needed. Inform the Executive Director immediately by phone of any problem resulting in having to contact authorities. Log all issues, emergency or otherwise, in your daily log notes and in the client file on the plan sheet.
23. Maintain daily log notes distributed via email. Log notes should detail everything that happened on your shift and all interactions with each client, utilizing the preset format.
24. Counsel clients and be willing to pray with a client if they ask for it.
25. Assist the Executive Director in providing staff development/training.
26. Attend seminars and meetings to continue education, as directed by the Executive Director
27. Attend yearly non-discrimination training.
28. Attend all scheduled staff meetings
29. Other duties as assigned by the Executive Director

MINIMAL REQUIREMENTS:

- Maintain client confidentiality
- Ability to communicate effectively in oral and written form.
- Ability to monitor the resident's interaction visually and audibly
- Ability to maintain and enforce facility rules
- Ability to maintain proper boundaries with residents
- Provide disciplinary action with a written or verbal warning
- Ability to navigate the facility and grounds
- Must be highly dependable and committed to the job

Shift: Monday - Friday
Shift Time: 11:00 pm – 7:30 am (with 30-min lunch)
Pay $15.00/hr.

I have read and agree to carry out the above job responsibilities.

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Case Manager Signature Date

M.A.T.S., Inc.
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