

JOB TITLE: RC Case Manager
REPORTS TO: Director of Client Services
DEPT: Client Services

STATUS: REG/FT/E-510
SCHEDULE: M-F
DATE UPDATED: Feb. 2019

Springs Rescue Mission considers every position one of ministry and a vital and valued part of our team. Therefore, it is essential that all employees of SRM have a personal relationship with Jesus Christ and subscribe to our Statement of Faith and Core Values.

SUMMARY OF POSITION

The Resource Center Case manager provides oversight and direction for Client Outreach, Triage, Assessment, Connection, Case Management and Staffing. In this role the Case Manager will provide services between clients, RC Navigators and multiple partner agencies located within the Springs Rescue Mission (SRM) Resource Center. This position also leads the Interns and Volunteers who provide Direct Services for guest and clients waiting for intense case management. The population served in the Resource Center includes the homeless, mentally ill, addicted and adults that often endure extended periods of severe poverty.

DUTIES AND RESPONSIBILITIES

- Represents the best interest of Resource Center clients in all interactions and activities
- Guides clients on a path of recovery and restoration through Outreach, Assessment, Triage, Connection, Case Management and Staffing with other agencies
- Provides outreach and guidance to Resource Center clients for long-term sustainability in the areas of Housing, Work/Income and Health
- Assists Resource Center Director to create and facilitate new connections with community agencies to enhance client connections
- Collaborates with Resource Center Director and navigator team to determine requirements for a client management system design
- Leads staffing efforts on behalf of active clients with SRM staff and partner agency representatives when appropriate
- Models leadership by maintaining healthy limits, boundaries and professional expectations while training other staff and volunteers
- Supports proper training and recognition of volunteers for their partnership with Springs Rescue Mission and engages them in meaningful work that leverages them as a resource.
- Other duties as assigned

SKILLS AND QUALIFICATIONS

- Maintains a personal relationship with Jesus Christ and is a constant witness. Christ-centered and compassionate attitude in dealing with people including the homeless and faithfully upholds and exemplifies SRM's Statement of Faith
- Serves as an advocate for the homeless and raising awareness of the needs and concern for the addicted and those in poverty; engaging others within one's influence for greater involvement and effectiveness on behalf of this population in Colorado Springs

- Believes that volunteers are vital to accomplishing the Vision and Mission of Springs Rescue Mission and thus is part of mobilizing the community in the fight against addiction, poverty and homelessness
- Relates to professionals and clinicians in many disciplines, consumers, other community agencies and the public
- Knowledge of the community, other agencies and resources that will benefit homeless and extremely low-income individuals
- Works with clients who are experiencing trauma, addictions or homelessness
- Provides case management and resource coordination in complex, multi-agency environment
- Computer literate, proficient in Word, Excel, Internet and Outlook. Highly proficient with Client Management databases
- Able to focus on multiple client issues while balancing a steady client caseload
- Organized, patient, focused and solution oriented
- Highly ethical, able and willing to maintain confidentiality and operate within program and organizational parameters
- Maintains a calm demeanor in potentially “crisis” situations

EDUCATION/EXPERIENCE

- Master of Social Work (MSW)- Required
- Minimum of 5 years related in Social Work field
- Experience using database and assessment management tools

WORKING CONDITIONS/PHYSICAL FACTORS

Occasionally = 1%-33%; Frequently = 34%-66%; Continuously = 67%-100%

- Frequent and regular interaction with low-income and disenfranchised population including but not limited to mentally ill, addicted, and homeless
- Climbing stairs – *Occasionally*
- Extended periods of sitting – *Occasionally/Frequently*
- Able to lift to 20 lbs. - *Occasionally*
- Work will be performed in a typical office environment
- Use of personal vehicle for local business-related transportation and occasional meetings outside regular business hours

EQUIPMENT/TOOLS USED

- Computer
- Phone
- Printer/Fax/Copier