

JOB TITLE: Case Manager I
REPORTS TO: Director or Supervisor
DEPT: Client Services

STATUS: REG /FT/N-508
SCHEDULE: M-F 7:30a -4:00p
UPDATED: June 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 Case Manager I serve at the very core of the SRM mission. This position is responsible to design, administer, follow-up, and continuously improve pathways (cases) that enable SRM clients to move from the challenges of homelessness, poverty, physical and mental health issues to transformation and restoration. The Case Manager I will be part of an integrated team of dedicated professionals that assesses, manages, and encourages SRM clients to sustainable levels of self-sufficiency in the areas of Housing, Work/Income and Health. Incumbent will also use evolving practices around assessments, case management, and motivation-oriented sessions.

DUTIES AND RESPONSIBILITIES:

- Creates, manages, maintains, and communicates cases using SRM best-in-class case management practices, templates, and approaches as directed
- Maintains an acceptable caseload based on agreements with Director and supervisor
- Manages cases and clients that aligns with agreed-upon standards and outcomes
- Follows and facilitates connections with community partnership agencies so that available and appropriate resources are made accessible and obtainable to clients via active case management
- Captures relevant notes and updates case records in a consistent, accurate, and timely manner
- Participates in cooperative staffing efforts on behalf of active clients with other SRM staff and partner agency representatives when appropriate
- Supports proper training and recognition of volunteers for their partnership with Springs Rescue Mission and engages them in meaningful work that leverages volunteers as a resource.
- Other duties as assigned

EDUCATION/EXPERIENCE:

- Bachelor's Degree in counseling, psychology, social work or related field preferred
- Minimum of 2 years related experience required with increasing responsibilities
- Experience using database and assessment management tools

SKILLS AND QUALIFICATIONS:

- Maintain 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
- Serve as an advocate for the homeless, raising awareness of the needs and concerns for the addicted and those in poverty, engaging others to influence a greater involvement and effectiveness on behalf of the homeless in our Colorado Springs community
- Actively support our belief in the value of volunteers and interns to help accomplish the vision and mission of SRM and thus mobilize our community in the fight against addiction, poverty and homelessness
- Able to partner and collaborate effectively with other agencies, professionals and clinicians in social work and related disciplines
- Basic knowledge of the community of Colorado Springs, other agencies and resources that are involved with homelessness and extremely low-income individuals
- Experience working with clients undergoing trauma, addictions, physical and mental challenges, and homelessness
- Capable of being a supportive, engaged, active, encouraging teammate and collaborator with other SRM staff members and teams
- Capable of understanding and utilizing SRM software systems and standards
- Experience with case management concepts
- Some exposure to complex, multi-agency environments involving government agencies
- Computer literate including proficiency in Word, Excel, Outlook, and use of the internet.
- Comfortable learning client management systems and software.
- Able to focus on multiple client issues while balancing a steady client caseload
- Organized, patient, focused and solution-oriented
- Capable of understanding and empathizing with clients--representing their best interests
- Capable of establishing and maintaining appropriate limits, expectations and boundaries for healthy self-care
- Cable of maintaining confidentiality with clients, partners, coworkers, and the community

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 20lbs - *Occasionally*
- Work will be performed in a typical office environment

EQUIPMENT/TOOLS USED:

- Computer and potentially tablets
- VOIP office phone system
- Personal mobile phone
- Copier/scanner/fax machine