



## Job Description

**Position:** Case Manager

**Responsible to:** Program Director

**Classification:** Non-Exempt

**Job Summary:** Provide services and support for homeless women and children including identifying and accessing resources for clients, as well as formulating case plans that promote moving toward self-sufficiency. Ensure the safety of all residents by implementing, monitoring, and enforcing the rules and regulations of communal living.

**Qualifications:** 4-year college degree preferred. 2-4 years of relevant work or ministry experience in a related field such as psychology, social work, human services, or church ministry. A committed and growing Christian faith.

**Personal skills:** Ability to solve problems and deal calmly in crisis situations; strong interpersonal skills; knowledge of community resources; ability to maintain confidentiality; adaptability; ability to work on conflict resolution; honesty and integrity; willingness to work as part of a team; ability and desire to share the hope of Christ and the reason for our faith with residents and staff.

**Time commitment & compensation:** full time, \$24/hour, employer funded healthcare, paid vacation & holidays.

### **Duties and Responsibilities:**

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#### **Intake/Exit Process:**

- Work with the Program Director on the screening process and informational interview for potential residents, as well as exit interviews and end of stay evaluations such as room inspection, pantry and fridge clean out, and the turn in of keys.
  - Complete intake process with new clients assigned to your caseload.
  - Orient clients to program requirements and consequences.
  - Assures that basic nutrition and hygiene needs are being met.
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#### **Case Management:**

- Develop a comprehensive client-driven case plan with both long-term and short-term goals identified.
- Meet with each resident weekly (some need more frequent check-ins) to evaluate and encourage progress toward those goals.
- Provide advocacy for any needed services from other agencies which may include some off-site meetings to accompany the resident for support and advocacy.

- Evaluate and adjust case plan as needed and provide warnings with consequences if satisfactory progress is not being met.
  - Identify support services needed and provide community resource information to residents. Work closely with other service providers in building a good working relationship.
  - Provide housing resources and connection with Bellingham Public Housing.
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#### Program and Training:

- Work with the Program Director to provide house supervision and on-call phone services which may include going to New Way during off hours to help night or weekend staff with a crisis or problem.
  - Help to facilitate in-house educational classes in the mornings related to life skills & trauma recovery.
  - Work as a team with the Program Director to address lack of adherence to house rules, necessary for the safety of all in communal living, including crafting and implementing program agreements when needed.
  - Support Life Skills classes and be present on Tuesday evenings for House Dinner and House Meeting on a rotating schedule.
  - Work in close communication and collaboration with the Program Director to ensure a continued successful, quality program and to portray a positive image and reputation for New Way Ministries in the local communities and with our associates.
  - Participates in training or classes deemed necessary to the position.
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#### Record Keeping and Reporting:

- Maintain updated notes of clients on your caseload to include pertinent information.
  - Maintains client files and documentation.
  - Completes daily logs, reports, and other record keeping duties in a timely manner.
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#### Teamwork and Collaboration:

- Works in collaboration with all staff to facilitate a team environment.
  - Demonstrates effective communication skills in building relationships with clients, staff, and volunteers.
  - Prepare for and attend weekly staff meetings with the Program Director. Attend a monthly all-staff meeting.
  - Have a willing attitude to take on other tasks or duties as needed or assigned by the Program Director or CHA Executive Director.
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#### New Way Ministries Values:

- Treats all clients, visitors, and employees with care, kindness, respect, and dignity.
- Adheres to all policies, procedures, code of conduct, and attendance rules.
- Maintains strict confidentiality of all information.