

Reports to Safe Haven Manager

Safe Haven Shelter Case Manager

SUMMARY OF PRIMARY FUNCTION

Safe Haven provides a day shelter and permanent housing program for homeless adults with a diagnosed mental illness. The Safe Haven Shelter Case Manager assists shelter guests to access basic needs such as shelter, food, shower and laundry facilities, telephone and mail services, etc. The Safe Haven Shelter Case Manager also provides an array of supportive social services designed to connect shelter guests with housing and mental health care, and to help shelter guests overcome financial, personal, health, employment, and other functional barriers.

ESSENTIAL RESPONSIBILITIES/DUTIES

Intake Process

1. Greets shelter guests, assesses their individual mental health and social service needs, and completes intake paperwork, including updating the Homeless Management Information System (HMIS) database.
2. Verifies and documents homeless status and mental health diagnosis to confirm eligibility for Safe Haven services.
3. Orients guests to the array of services Safe Haven offers and the rules and guidelines shelter guests must follow.
4. Identifies shelter guests who are actively in crisis due to mental health and/or substance abuse issues and completes assessment for Crisis Stabilization services.

Shelter Oversight

1. Assists Safe Haven residents and shelter guests with basic needs including access to food, showers, laundry facilities, hygiene items, and bus tickets.
2. Develops rapport and mutual respect with residents and shelter guests. Utilizes active listening skills.
3. Secures the building and ensures that only residents, eligible shelter guests, and authorized visitors are on the premises.
4. Assists residents and shelter guests in resolving conflicts utilizing de-escalation techniques.
5. Sorts and delivers mail to residents and shelter guests. Forwards mail properly, as needed.
6. Answers telephone calls and provides callers with information and resources.
7. Reads staff documents each shift, including logs and incident reports. Contributes when necessary.

8. Reports any facility issues or maintenance requests immediately to the Safe Haven Manager or after-hours emergency maintenance personnel.
9. Completes other duties as assigned by the Manager to contribute to the day-to-day functioning of the shelter.

Case Management

1. Organizes work, sets priorities, and determines resource requirements to effectively manage time and achieve goals.
2. Proactively engages with shelter guests daily to build rapport and encourage participation in case management.
3. Empowers shelter guests to become involved in their own planning and goal setting.
4. Provides education, referrals, resources, guidance, social and emotional support to help shelter guests address mental health and/or substance abuse issues.
5. Researches services available and refers shelter guests to appropriate resources to meet their goals. Maintains up-to-date information regarding public assistance programs, health insurance, mental health and substance abuse treatment providers and programs, employment training programs, employment opportunities, independent living skills, transportation assistance, housing assistance, and affordable housing units/programs.
6. Assists shelter guests in filling out forms and applications for housing, employment, and other services.
7. Collaborates with service providers working with guests as needed.
8. Utilizes the HMIS database as needed to coordinate services for shelter guests.
9. Provides Crisis Stabilization services to shelter guests and residents identified to be in a crisis state due to mental health symptoms or alcohol or drug addiction. Services include monitoring symptoms, intensive case management, de-escalation, social and emotional support, encouraging medication compliance, etc.

Recordkeeping & Reporting

1. Notifies proper agencies of such issues as suicidal/homicidal ideation, significant changes in behavior indicating instability, criminal activity, and probation/parole violations.
2. Completes as needed: staff logs regarding clients' situations, individual case notes, plans, assessments, and incident reports.
3. Reports critical incidents immediately to the Safe Haven Manager and/or Director of Housing.
4. Collects data necessary to meet funding requirements and statistical reports.

Personal Development

1. Maintains composure in highly stressful or adverse situations.
2. Maintains professional behavior and boundaries at all times in relationships with residents, shelter guests, staff, and community agencies.
3. Formulates individual development goals and monitors progress towards those goals.

4. Meets individually on a quarterly basis with the Safe Haven Manager to discuss progress towards goals.
5. Participates in trainings.
6. Stays abreast of current issues, philosophies, and practices that impact those who are marginalized and affected by poverty.

Teamwork & Collaboration:

1. Works in collaboration with program and all other agency staff to facilitate a team environment.
2. Demonstrates and models effective communication skills in building relationships with all clients and employees.
3. Creates good working relationships with other service providers.
4. Participates in the development and implementation of Porchlight's strategic plan.

Porchlight Values & Culture:

1. Treats all clients, employees, and visitors with caring, kindness, respect, and dignity.
2. Helps to create an environment that values and appreciates diversity.
3. Adheres to all Porchlight policies, procedures, code of conduct, and attendance rules.
4. Maintains strict confidentiality of all information.
5. Adheres to Porchlight policies in the use of computer technology and tele-communications devices.
6. Conducts self within appropriate and expected professional boundaries and policies.

QUALIFICATIONS

1. High school diploma is required.
2. BSW or degree in related field is preferred, equivalent work experience will also be considered.
3. Ability to communicate effectively orally and in writing.
4. Proficiency with basic office equipment including computer, calculator, telephone, printer, facsimile, and with Microsoft Office Suite is required.
5. HMIS (Wisconsin ServicePoint) experience is preferred.
6. Physical requirements include sitting, standing, bending, light lifting, and reaching.
7. Candidate must pass criminal and caregiver background checks and be free of offenses prohibiting employment under HSF12 at the time of employment, and annually thereafter.
8. Willingness to work some evening and weekend hours.