



Our mission is to provide safe shelter and help people improve the quality of their lives as they move beyond homelessness.

Visit shelterhouseiowa.org to learn more!

Position Title: Permanent Supportive Housing Case Manager

Key Responsibilities:

1. Provide case management services to Fairweather Lodge participants so participants progress through the training program and participants' health, safety, and welfare needs are met.
2. Build rapport and maintain positive professional relationships with participants, service providers, volunteers, and other community partners.
3. Intervene and appropriately de-escalate crisis situations while providing oversight and supervision so that a safe and healthy environment is maintained at all times.
4. Accurately record and maintain participant data and statistics including but not limited to demographics, outcome measures, goals, face-to-face notes, medical information, collateral contact and grant-specific requirements, and maintain all participant records to ensure accuracy, confidentiality and security in a timely manner.
5. Work within a team of Shelter House staff, volunteers and community providers to ensure continuity of care, this includes attending team meeting weekly and agency-wide meetings/trainings
6. Process program applications.
7. Ensure that individual rights are protected, all services are confidential, and no information is shared without consent.

Reports to: Permanent Supportive Housing Manager

1. Key Responsibility (30% of time): Provide case management services to Fairweather Lodge participants so participants progress through the training program and participants' health, safety, and welfare needs are met. Participants should receive high performing services in accordance with Shelter House policies, mission, vision, and values.

So That:

- Utilize motivational interviewing, trauma-informed care, and harm reduction models to provide direct services and service coordination to participants
- Assess participants needs, provide appropriate referrals, connect to area resources, and provide the appropriate level of support to each client.
- Provide direct care including, but not limited to, medication management support, emotional support, independent living skills, employment assistance, and transportation, for participants.
- Implement and facilitate curriculum to train and educate trainees on social, health, mental health, vocational, and basic living skills
- You complete regular check-ins with participants.
- Coordinate and monitor designated participant services including, but not limited to meetings, appointments, medical follow-up, and hearings.
- Develop and maintain knowledge of resources, services and opportunities available to participants.
- You deliver high quality crisis intervention and seek appropriate support to assist in difficult or emergency client situations.

2. Key Responsibility (20% of time): Build rapport and maintain positive professional relationships with participants, service providers, volunteers, and other community partners.

So That:

- A trauma-informed workplace is achieved and maintained demonstrating a balance of kindness, competence and care toward self, others with whom we work, and those for whom we provide care.
- You deliver high-quality crisis intervention and seek appropriate support to assist in difficult or emergency participant situations.
- You respond to participant concerns in a timely manner.
- You maintain a high level of professionalism at all times.
- You demonstrate a high-level of advocacy for participants within community settings both private and public.
- You build positive relationships with community partners to ensure a high level of collaboration to best serve populations served.
- Recruit, train and support volunteers to assist in the delivery of the FWL program.

3. Key Responsibility (20% of time): Intervene and appropriately de-escalate crisis situations while providing oversight and supervision so that a safe and healthy environment is maintained at all times.

So That:

- You respond to participant concerns in a timely manner.
- You maintain a high level of professionalism at all times.
- You deliver high quality crisis intervention and seek appropriate support to assist in difficult or emergency participant situations.
- A trauma-informed workplace is achieved and maintained demonstrating a balance of kindness, competence and care toward self, others with whom we work, and those for whom we provide care.

4. Key Responsibility (10% of time): Accurately record and maintain participant data and statistics including but not limited to demographics, outcome measures, goals, face-to-face notes, medical information, collateral contact and grant-specific requirements, and maintain all participant records to ensure accuracy, confidentiality and security in a timely manner

So That:

- You obtain the appropriate licensure to access Service Point: Homeless Management Information System.
- Review and complete incident reports as required
- Confidentiality in participant information is always maintained.
- Intake and exit procedures are thoroughly conducted in a timely manner, including any relevant program record keeping programs, ServicePoint HMIS documentation and other agency required paperwork.
- Appropriate program forms pertinent to client information and confidentiality are organized, as complete as possible, and secure.
- Participate in Quality Improvement activities including data collection and analysis

5. Key Responsibility(10% of time): Work within a team of Shelter House staff, volunteers and community providers to ensure continuity of care, this includes attending team meeting weekly and agency-wide meetings/trainings

So That:

- You are actively engaged with participant goals and plans, programming, department matters, and support other staff when crises arise.
- You attend and are actively engaged in required agency meetings, such as all-staff and department meetings, and attend and are actively engaged in required trainings.
- Carry a cell phone at all times when on duty or when on-call. Respond to issues in a timely and professional manner.
- You complete other duties as assigned by the Permanent Supportive Housing Manager.

6. Key Responsibility (5% of time): Process program applications.

So That:

- Confidentiality in applicant information is always maintained.
- Appropriate applicants are offered an interview and further assessed for entrance into the FWL program.
- Appropriate applicants are scheduled for psychiatric evaluation for program entrance.
- Applicants are notified of admission status as appropriate.

7. Key Responsibility (5% of time): Ensure that individual rights are protected, all services are confidential, and no information is shared without consent.

So That:

- Confidentiality in participant information is always maintained.
- Appropriate program forms pertinent to participant information and confidentiality are organized, as complete as possible, and secure.

Qualifications:

1. Knowledge, skills, and abilities consistent with bachelor's degree in in human services related field, or minimum three years related experience.
2. Demonstrated knowledge and ability to establish & maintain effective working relationships with area services, community partners, and resources.
3. Commitment to operating within a trauma-informed workplace that demonstrates a balance of kindness, competence and care toward self, colleagues, and populations served.
4. Ability to assess and respond responsibly in a wide variety of situations and crises.
4. Minimum of one-year direct care experience with persons with mental illness or disabilities.
5. Proficiency in Windows based computer environment and Microsoft Office Suite.
6. Good written, verbal, and interpersonal communication skills, organizational and time management skills.
7. Ability to work independently, prioritize multiple tasks, and be flexible in job duties & schedule
8. Possess a valid driver's license and reliable transportation to get to and from work shifts.

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This position is a full-time, benefit-eligible position with health, dental, and retirement benefits. Compensation is commensurate with experience. Interested applicants should submit a cover letter and three references to Brittany Rodriguez, Permanent Supportive Housing Program Manager at hr-staff@shelterhouseiowa.org. Shelter House is an equal opportunity employer and United Way agency.