

HAVEN Shelter Case Manager

POSITION DESCRIPTION

The HAVEN Shelter Case Management Coordinator is responsible for providing emotional support, safety planning, and individual case advocacy for survivors of domestic and sexual violence residing in HAVEN's shelter or enrolled in HAVEN's housing program. Additionally, the Shelter Case Manager is responsible for maintaining a safe, confidential environment for clients of the HAVEN Shelter and delivering programming and services to adults and children in shelter.

RESPONSIBILITIES

Client Services:

- Provide shelter assessments, intakes and exit interviews of residents.
- Provide case management to shelter clients
- Provides support to housing clients as necessary
- Develops and monitors individual service plans, teaches life skills and assists in housing and job search and placement for shelter residents and housing clients.
- Provide shelter residents with transition assistance and access to community referrals and resources.
- Facilitate educational programs for shelter clients, as necessary.
- Facilitate client group dynamics and handles client conflicts, as necessary.
- Provide night and weekend staff backup coverage as needed as part of the on-call rotation.
- Engages with all clients utilizing a housing-first approach.

Supervision:

- Provide orientation and on-site training for new shelter staff.
- Supervise and evaluate staff and volunteers including the AVAP members and interns.
- Provide support and guidance to staff and volunteers to help them maximize their potential.

Shelter Maintenance

- Coordinate room turnovers and oversee routine service appointments with shelter vendors.
- Ensure shelter is cleaned and maintained to meet code specifications.

Other

- Assists in Housing projects and assists Housing/Shelter manager in program development.
- Actively promote and support the organization's mission and vision.
- Attend required staff and management team meetings.
- Represent HAVEN at coalition and community meetings and trainings.

QUALIFICATIONS

Valid driver's license and automobile insurance required.

EDUCATION: Bachelor's Degree or 5 years of relevant experience required.

SKILLS: Demonstrated leadership skills, strong management, effective communication and supervisory skills required; Shelter management, crisis intervention and advocacy skills preferred. Ability to work effectively with people of various social and economic status, as well as emotionally upset, ill, disabled, elderly and, at times, hostile people. Ability to supervise and work with children in crisis environment.

KNOWLEDGE: Understanding of issues relating to crisis intervention; sexual and domestic violence; and challenges of a community-based crisis center and emergency shelter.

TRAITS: Adaptable, flexible, compassionate, culturally sensitive, non-judgmental, able to present oneself in a professional manner, ability to work under minimal supervision and use independent judgment, team player and passionate about the issues of sexual and domestic violence.

Physical and psychological demands:

The physical demands described below are representative of those that must be met to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

- Must be physically and mentally capable of performing multiple tasks (such as phone calls, computer work, attending meetings) under stressful situations and able to consistently function well in a fast paced environment.
- Must be capable of using a visual display terminal with keyboard, repetitively use his/her wrist, elbow and shoulder.
- Must be able to climb multiple flights of stairs and lift or move up to 40 pounds.

STATUS OF POSITION

40 HOURS PER WEEK – EXEMPT Hourly– Benefits Eligible

LEVEL: Coordinator REPORTS TO: Housing/Shelter Manager