



# The Kitchen, Inc.

<b>Job Title:</b> Community Housing Case Manager	<b>Department:</b> Compliance & Programs	<b>Supervisor:</b> Coordinator Community Housing
<b>Supervisory Responsibility:</b> No	<b>FLSA Status:</b> Non-Exempt	<b>Pay Rate:</b> \$

## Our Mission:

We bring stability and purpose to people who are homeless using our Values of Respect, Dignity, Quality, Service, and Compassion.

## Position Summary:

The Case Manager is responsible for assessing clients, developing housing stability plans, ongoing case management and maintaining case notes using the Housing First Philosophy and Trauma Informed Care approach.

## Population Served:

This is an intervention program designed to help families and singles quickly exit homelessness and return to permanent housing. Assistance is offered without preconditions, such as employment, income, or sobriety (absence of criminal record) and the resources and services are tailored to the unique needs of each household.

## Major Areas of Responsibility:

- Remain client focused using the Housing First Philosophy, Trauma Informed Care approach, Motivational Interviewing techniques and Crisis De-escalation that incorporates these models
- Focus on the client's ability to independently address identified barriers to housing either through independent actions or a supportive network that has been designed to assist the client
- Intake and assessment, identification of barriers to housing, referral to community resources, referral to benefits and/or employment, and development of the housing stability plan
- Be knowledgeable of the specific program policies and procedures and complete required documentation to meet any grant requirements.
- Maintain professional boundaries with clients at all times.

## Specific Job Responsibilities:

- Identify barriers to housing and work with the client to develop a client driven housing stability plan
- Assist client in identifying and accessing community resources that address their specific needs.
- Utilize Motivational Interviewing techniques to remain client centered while exploring and resolving clients ambivalence to change
- Keep client well informed about all aspects of their program
- Act as an advocate to assist clients in resolving issues with landlords or other agencies
- Maintain case notes using the BIRP format and entered within one business day of meeting.
- Schedule regular home visits with clients and meet based on their need and program requirements.
- Transport clients for meetings where you would be acting as an advocate and they are unable to arrange other transportation
- Focus on using Critical Time intervention model.
- Collaborate with clients to create personal goals specific to client needs: focusing on client's strengths and barriers to accomplishing set goals.
- Perform program re-certifications as required by program guidelines



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- Obtain signed releases of confidential information in order to effectively advocate for client with other agencies and providers.
- Provide crisis intervention, as needed or advised by Supervisor or Coordinator.
- Participate in outreach programs as specified by specific program requirements.
- Enable clients to take responsibility for their progress, acting as an advocate and facilitator.
- Assist clients in tasks required to meet their housing plan including completing any necessary paperwork and monitoring their progress.
- Abide by Mandated Reporting of Abuse and Neglect Guidelines
- Carry a duty phone when scheduled to be on call.
- Other duties as assigned.

## **Job Requirements:**

### Education and Experience

- Bachelor's Degree required, preferably in the Human Service field
- One to two years' experience in the Social Service field or experience that can be related to providing Case Management.
- Experience with Housing First Philosophy, Trauma Informed care and Motivational Interviewing preferred.
- Experience utilizing de-escalation techniques preferred.

### Abilities and Competencies:

- Understanding of and compassion for homeless and disadvantaged persons.
- Excellent communication skills, including oral, written and basic computer proficiency.
- Demonstrated ability to work independently while still working as part of a multidisciplinary team including: Social Services, employers, health care providers, Probation and Parole, Court system, etc.
- Demonstrated understanding and ability to maintain confidentiality in all settings.
- Respect for others, social justice and diversity and accepting of alternate lifestyles.
- Must be able to obtain a Class E Missouri License and be approved as a driver by The Kitchen, Inc.'s insurance carrier.
- Understanding of professional boundaries and ability to maintain such boundaries.
- Strong organization skills.
- Ability to allow clients self-determination and guide them through the process of change without imposing our values on them.

### Other

- Valid Missouri Driver's license and be approved as a driver by The Kitchen, Inc.'s insurance carrier.
- Must pass background check and pre-employment drug screen.
- Section 3 applicants encouraged to apply.



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## Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job the employee is:

- Regularly required to talk or hear via the phone or in person.
- Frequently required to sit for long periods and use hands to finger, handle, or feel.
- Frequently required to stand; walk; reach with hands and arms.
- Occasionally climb or balance and stoop, kneel, crouch, or crawl.
- Occasionally lift and/or move up to 25 pounds.
- Specific vision abilities include close vision, and regular use of computer monitor.

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Signature

Print Name

Date