



The Kitchen, Inc.

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| Job Title: Emergency Shelter Supervisor & Case Manager | Department: Compliance/Programs | Supervisor: Community Housing Coordinator |
| Supervisory Responsibility: Yes | FLSA Status: Non-Exempt | Pay Rate: |

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 position is responsible for assessing participants and developing housing stability plans aimed at assisting participants in their return to permanent housing as quickly as possible using the Housing First Philosophy and Trauma Informed Care approach. The Emergency Shelter Case Manager is responsible for providing supervision and training, and management to the Shelter Monitors. The position directly supervises two or more employees, carries out supervisory responsibilities in accordance with the organization's policies and applicable law, and responsible for interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Expected Schedule:

Expected work times for this position will include evening, overnights, and weekends.

Major Areas of Responsibility:

- Remain participant focused using the Housing First Philosophy, Trauma Informed Care approach, Motivational Interviewing techniques and Crisis De-escalation that incorporates these models
- Focus on the participant'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 participants at all times
- Collaborate with all team members to ensure the overall mission and philosophy of The Kitchen, Inc. is maintained
- Provide leadership, mentoring, and coaching for all team members to develop and make maximum use of the diverse talents of the team members
- Address the safety and well-being of employees, clients, and volunteers by ensuring appropriate policies and procedures are followed
- As other duties assigned.

Specific Areas of Responsibility:

Supervisory:

- Interface with the Coordinator of Community Housing to ensure the effectiveness of policies, procedures, and systems in place for the Shelter Monitor team.
- Responsible for ensuring team members are following The Kitchen, Inc.'s policies and procedures along with specific program guidelines.
- Develop, implement, and document training for any changes in program requirements or policies.
- Coordinate and document ongoing training to enhance skills of team members in performing their job duties.



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- Work with the Coordinator of Community Housing along with the Director of Human Resources to ensure the performance of direct reports along with any interventions designed to assist them in developing new skills and addressing any performance issues are appropriate and documented using current formats.
- Provide supervision of team members including scheduling, monitoring benefit time, development, performance counseling, hiring, performance evaluations and recommendation for termination of employment.

Case Management:

- Complete required assessments and verify homelessness using program required forms to verify eligibility and update the current HMIS system with data collected
- Focus on client returning to permanent housing within 90 days including the use of diversion, referral to community programs (HAS, VASH, Section 8), identifying housing the client can afford without subsidy or referral to a permanent housing program operated by The Kitchen or other local providers
- Develop participant driven Housing Stability Plans that focuses on their return to stable housing identifying what actions are required by Case Manager and what actions are required by the client
- Meet weekly with participant to monitor their progress and provide assistance as needed
- Assist participant in identifying and accessing community resources that address their specific needs.
- Utilize Motivational Interviewing techniques to remain participant centered while exploring and resolving participants ambivalence to change
- Keep participant well informed about all aspects of their program
- Maintain case notes using the BIRP format and entered within one business day of meeting.
- Focus on using Critical Time intervention model
- Work with participants to ensure Emergency Shelter guidelines are followed
- Perform program re-certifications as required by program guidelines
- Obtain signed releases of confidential information in order to effectively advocate for participant with other agencies and providers
- Provide crisis intervention, as needed or advised by Supervisor or Coordinator
- Enable participants to take responsibility for their progress, acting as an advocate and facilitator
- Assist participants 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 the Shelter is scheduled to be unstaffed

Job Requirements:

Education and Training

- 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.
- Working knowledge of Housing First Philosophy, Trauma Informed Care and Motivational Interviewing preferred.
- Experience utilizing de-escalation techniques preferred.

Competencies:

- Continuous Learning – Pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.
- Job Knowledge –Competent in required job skills and knowledge; exhibits ability to learn and apply new skills.
- Problem Solving – Identifies and resolves problems in a timely manner; develops alternative solutions; uses reason even when dealing with emotional topics.



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- Participant Service- Manages difficult or emotional participant situations; responds to requests for service and assistance; meets commitments.
- Communication – Exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.
- Written Communication – Writes clearly and informatively.
- Managing Client focus – Promotes participant self-determination; maintain healthy professional boundaries.
- Conflict Resolution – Encourages open communications; confronts difficult situations; maintains objectivity; keeps emotions under control.
- Ethics – Treats people with respect; inspires trust of others; works with integrity and principles; upholds organizational values.
- Organizational Support – Follows policies and procedures.
- Adaptability – Adapts to changes in the work environment; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.
- Quantity – Completes work in timely manner.

Other

- Valid Class E 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

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 responsibilities of the job, the employee is frequently required to stand; walk and sit. The employee is occasionally required to use hands to finger. Handle, or feel; reach with hands and arms; climb or balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision.

Signature

Print Name

Date