



The Kitchen, Inc.

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| Job Title: Community Services Case Manager | Department: Compliance & Programs | Supervisor: Coordinator Community Housing |
| Supervisory Responsibility: No | 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 Community Services Case Manager will assess the needs of the residents at The Kitchen, Inc.'s development properties and develop a schedule of programs and activities that address those needs. Additionally, the Community Services Case Manager will assist tenants with specific needs such as locating community resources for health care, dental needs, educational opportunities, mental health, and substance abuse counseling as needed.

Major Areas of Responsibility:

- Assess the needs of the residents to identify what community services, education, community engagement or other needs the tenants might have to develop programs and activities.
- Work with each resident to build a foundation of trust and develop programming that addresses the needs and demographics specifically services regarding housing counseling and homeless prevention services.
- Engage residents in various activities and programs.
- Assist individual residents with specific needs such as locating rental assistance or referrals for health and dental needs.
- Provide community based in-service programs to educate residents about activities and services in the community.
- Provide short term case management for residents who require assistance in remaining stably housed.
- 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

Specific Job Responsibilities:

- Engage with community providers to bring educational opportunities to residents. These may focus on health care, healthy living, community engagement opportunities or other areas that residents may be interested in.
- Schedule community activities for residents. This may include barbeques, holiday events, birthday celebrations or other activities residents are interested in.
- Recruit interns, college students and staff from other local agencies to provide expertise or assistance in programming or scheduling community events.
- Partner with community agencies, colleges, churches, and other resources to provide resources, implementation of educational programs, and other opportunities for tenants.
- Maintain case notes in the approved format and designated system to document interactions with residents.
- Oversee a short-term rental assistance program for residents who may be evicted from housing due to specific events.
- Follow prescribed guidelines for rental assistance and maintain proper documentation.
- Maintain appropriate documentation for Missouri Housing Develop Commission audits for services provided to residents



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- Identify barriers to housing and work with the resident to develop a client driven housing stability plan
- Assist resident in identifying and accessing community resources that address their specific needs.
- Utilize Motivational Interviewing techniques to remain client centered while exploring and resolving participants ambivalence to change
- Keep participants well informed about all aspects of their program
- Act as an advocate to assist residents 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 residents and meet based on their need and program requirements.
- Transport residents 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 participants to create personal goals specific to participants needs: focusing on resident's strengths and barriers to accomplishing set goals.
- Perform program re-certifications as required by program guidelines
- 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 residents 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.
- 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.
- 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:

- Job Knowledge – Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; displays understanding of how job relates to others.
- Strong Desire for Continuous Learning – Seeks feedback to improve performance.
- Problem solving – Identifies and resolves problems in a timely manner.



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- Excellent Participant Service – Manages difficult or emotional Participant situations; responds promptly to Participant needs; responds to requests for service and assistance; meets commitments.
- Communications – Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.
- Compassion - Understanding of and compassion for homeless and disadvantaged persons.
- Confidentiality - Demonstrate understanding and ability to maintain confidentiality in all settings.
- Conflict Resolution & Cooperation – Exhibits tact and consideration; works cooperatively in group situations; works actively to resolve conflicts.
- Organizational Support – Follows policies and procedures; completes administrative tasks correctly and on time.
- High Adaptability – Adapts to changes in the work environment; manages competing demands. Ability to rapidly switch between projects.
- Ability to maintain a high personal Ethical Standard – maintain clear ability to discern between right and wrong behavior, always act in a manner that supports strong ethics and embody the right choices, the ability to hold ones self-accountable and maintain honesty at all times.
- Planning/Organizing – Prioritizes and plans work activities; uses time efficiently.
- Professionalism - Ability to Promote Participant self-determination; maintain healthy professional boundaries.
- Quality – Demonstrates accuracy and thoroughness.
- Respect - Respect for others, social justice and diversity and accepting of alternative lifestyles.
- Safety and Security – Observes safety and security procedures; reports potentially unsafe conditions.
- Ability to write routine reports and correspondence.
- 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.
- Excellent organizational and time management skills

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.

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.

Signature

Print Name

Date