



# The Kitchen, Inc.

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| <b>Job Title:</b><br>Community Housing Case Manager | <b>Department:</b><br>Compliance & Programs | <b>Supervisor:</b><br>Community Housing Coordinator |
| <b>Supervisory Responsibility:</b><br>No            | <b>FLSA Status:</b><br>Non-Exempt           | <b>Employment Type:</b><br>Full-time                |

## 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 focus of Community Housing 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. This position 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.

## 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 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.

## Specific Job Responsibilities:

- Identify barriers to housing and work with the client to develop a participant driven housing stability plan
- Assist client 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
- Act as an advocate to assist participants 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 participants 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 participants to create personal goals specific to participants' needs focusing on participant'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 participant with other agencies and providers.



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- Provide crisis intervention, as needed, or advised by Coordinator.
- Participate in outreach programs as specified by specific program requirements.
- 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 scheduled to be on call.
- Other duties as assigned.

## **Job Requirements:**

### Education and Experience

- Bachelor's Degree preferred *or* Associate's degree required, 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.
- Compassion - Understanding of and compassion for homeless and disadvantaged persons.
- Communications - 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.
- Confidentiality – Demonstrated understanding and ability to maintain confidentiality in all settings.
- Respect - Respect for others, social justice, and diversity.
- Understanding of professional boundaries and ability to maintain such boundaries.
- Planning/Organizing – Prioritizes and plans work activities; uses time efficiently.
- Ability to allow clients self-determination and guide them through the process of change without imposing our values on them.

### Core Values

- Respect – Show humility, value diversity, while demonstrating high regard for each other's differences.
- Dignity – Promote self-respect, pride and self-worth while inspiring the trust of others.
- Quality - Demonstrates accuracy, thoroughness, and competence while looking for ways to improve and promote excellence.
- Service – Taking action to create value for colleagues and participants by committing to their well-being, anticipating their needs, and working collaboratively to overcome obstacles and solve problems.
- Compassion – Appreciate others' perspectives and be genuinely concerned for people who are at-risk or experiencing homelessness. Treat people with courtesy, politeness, and kindness.



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## Other

- Valid Missouri Driver's license and ability to obtain Class E Missouri Driver License within 30 days of hire date.
- Be approved as a driver by The Kitchen, Inc.'s insurance carrier and maintain it.
- 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.

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Signature

Print Name

Date