

Job Title:	Place of Hope Case Manager	Department/Loc:	Place of Hope
FLSA Classification:	Non-Exempt, Full Time	Date Drafted:	02/19/2024
Hourly Rate:	\$21.00 to \$22.00		
Reports To:	Place of Hope Program Manager		

Position Summary

The Place of Hope Case Manager II is responsible for working alongside the Program Manager to provide day shelter services that meet the basic needs of homeless individuals; working directly with homeless persons as a counselor and case manager to address issues contributing to their homelessness; and supporting individuals' efforts to obtain permanent housing. In part this position is responsible for supporting the Place of Hope Emergency Shelter program to fulfill the mission of helping individuals and couples at United Ministries' Place of Hope by providing short-term temporary until longer-term housing is obtained.

Position Responsibilities - Essential

This list of tasks is illustrative ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Day Shelter/Emergency Shelter Operations

- In coordination with the Program Manager, facilitate all day shelter operations, including the provision of showers, restrooms, lockers, laundry facilities, mail, and other basic services.
- Oversee operations to ensure efficient, orderly, and equitable access to services for all individuals. Enforce day shelter guidelines consistently.
- Monitor continuously for emergent situations, directly responding by de-escalating conflicts and involving emergency personnel as needed.
- Provide direct assistance for individuals with limited capacity for self-care.
- Prepare all supplies needed for daily operations, including towels, hygiene products, etc. Organize donations of supplies and monitor inventory. Coordinate with the Program Manager to secure additional supplies when needed. Maintain a clean working environment.
- Cultivate and sustain culture of orderliness, friendliness, and mutual respect among day shelter staff, volunteers, and service recipients.
- Work alongside Place Of Hope Program Manager to manage volunteers assisting with day shelter operations.
- Work alongside Place of Hope Program Manager to implement policy and procedures for Place Of Hope's Temporary shelter

Case Management

- Nurture relationships with individuals that make it possible to accompany them along the path toward obtaining housing. Establish trust and rapport with individuals while maintaining professional boundaries and avoiding “toxic charity.”
- Work one-on-one with individuals to identify and address the issues contributing to their homelessness, especially mental illness, disabilities, substance abuse, lack of documentation, criminal background, and lack of income.
- Connect homeless persons with critical community resources, including emergency food, shelter, and clothes; physical and mental health care; public benefits; payee services; etc. Advocate for individuals with service providers as need to ensure services are obtained. Directly assist individuals with managing documents, scheduling appointments, applying for benefits, and obtaining resources as appropriate to each individual’s capacity. Assist individuals in locating, qualifying for, and obtaining housing. Work directly with housing partners and landlords as necessary.
- Interview individuals seeking Travelers Aid to return to a place outside of Greenville where they have housing; determine eligibility; and provide services to qualifying individuals.
- Work with Program Manager to provide weekly case management to those in emergency shelter.
- Identify and refer appropriate individuals to the emergency shelter program.
- Complete all necessary paperwork for placing individuals in emergency shelter.
- Work closely with community housing partners regarding housing and participant needs or concerns
- Engage one-on-one with newly enrolling individuals in emergency shelter to learn about their goals, career interests, and motivations for program participation; to identify needs and barriers, as well as personal strengths and resources, relevant to the successful pursuit of those goals; and to establish an appropriate service delivery plan.
- Participate in on-call schedule to ensure immediate needs of participants in housing are met

Data & Reporting

- Maintain accurate daily tracking logs for the use of day shelter services.
- Maintain ongoing demographic tracking for all visitors to the day shelter as required by stakeholders.
- Maintain updated and accurate records for in the agency database for individuals receiving case management, including case notes for each significant case management interaction.
- Input required data into HUD's Homeless management Information System (HMIS) for individuals receiving case management services.
- Submit accurate reports and tracking to the Program Manager on a monthly basis.

Within the Team

- Participate in team meetings and projects to improve program services and opportunities available to participants.
- Work closely with volunteers, interns, and AmeriCorps members to ensure quality service delivery.
- Communicate and collaborate closely with the Program Manager regarding the needs of and services provided to individual participants.
- Be prepared to manage day shelter operations and case management services in the absence of the Program Manager.
- At times being on call to respond to emergencies experienced in Place of Hope's Temporary Shelter

Within the Agency

- Participate in all agency-wide meetings and events.
- Maintain a current knowledge of services offered through other programs at United Ministries and connect participants with these services when appropriate.
- Be responsive to inquiries and requests from other agency staff regarding needs related to housing and homelessness.
- Believe in and act in accordance with the values and mission of United Ministries.

Community

- Maintain professional relationships with other agencies in Greenville as necessary to provide a continuum of care for homeless individuals. Be responsive to communications from other agencies.
- Actively participate in community efforts and organizations addressing homelessness in Greenville, including the Upstate Homeless Coalition, "Coffee Club," and Greenville Homeless Alliance.
- Participate in group efforts to provide outreach services to homeless individuals in the community.
- Be responsive to inquiries and requests from individuals in the community who are seeking services or seeking to help homeless persons.
- Take on responsibility of Outreach and leading teams weekly to build relationships with folks experiencing homelessness out in the community. Guiding them to the resources available to them

Position Responsibilities - Non-Essential

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- Perform other duties as assigned.

Essential Skills and Experience

- Bachelor's Degree
- Previous experience in counseling, case management, and/or homeless services
- Demonstrated ability to engage with all individuals in accordance with diversity, equity, and inclusion (DEI) best practices
- Effective interpersonal skills
- Effective crisis and conflict management skills
- Effective verbal and written communication skills
- Proficiency with common technology applications, including Microsoft Office (Word, Outlook, Excel)
- Demonstrated skill with time management, planning, organization, and follow-up

How to Apply:

Please send your resume to careers@united-ministries.org with the subject line "POH Case Manager". Include a cover letter detailing your interest in the role and how your experiences make you a perfect fit for our team.

United Ministries is an equal opportunity employer and strongly encourages applications from people of color, persons with disabilities, women, and LGBTQ+ applicants. We are committed to creating a diverse and inclusive environment for all employees.

We look forward to receiving your application and potentially welcoming you to our team!