



1-2020

**JOB TITLE:** Case Manager  
**REPORTS TO:** Program Director  
**STATUS:** Non-Exempt/Full-time

**POSITION SUMMARY:**

Responsible for conducting case management assessments for shelter guests and developing individual case plans. Coordinating the delivery of support services for guest such as housing, medical, legal, counseling and classes to remove potential obstacles and enhance the potential for guest success. Monitor guest progress towards achieving goals, conduct regular plan reviews and adjust as necessary. Develop and maintain relationships with outside agencies to which guests can be referred.

**ESSENTIAL FUNCTIONS:**

- Conduct weekly meetings with all guests to monitor and record progress on specific goals.
- Set goals for guests to work on and assist them with prioritizing those goals.
- Keep records of weekly meetings and provide a written summary to the Program Director after every meeting.
- Provide referrals for services MRM is not able to provide to more appropriate community agencies and institutions.
- Attend interagency meetings and conferences, including Coordinated Entry meetings.
- Maintain records of case management, medical appointments, court appearances, and other appointments required for a guest to make a successful transition to stable housing.
- Prepare and distribute daily schedules to guests, including medical, legal, counseling, and classes.
- Develop an individual case plan with each guest and supervise daily activities.
- Fill out Vi-SPDAT for every guest.
- Hold guests accountable for meeting Shelter Guest Agreement expectations and following shelter policies.
- Collect and upload all necessary documents to ServicePoint to show guests' progress and for safekeeping.
- Assist guests with their budget, job applications, housing application, and other needs.
- Assign guests to adult education and life skill classes.
- Schedule appointments the in-house therapist and ensure warm handoffs.
- Accompany guests to appointments when necessary.
- Ensure guests' safety and immediately address any concerns.
- Create a supportive environment where guests can grow and feel good about themselves.
- Attend regular meetings with the in-house therapist to discuss every guest's progress and concerns.
- Communicate important information about guests to the Program Director and Intake Specialists.
- Ensure guest information confidentiality.
- Make rounds of facilities/grounds to interact with and oversee guests.
- Make unscheduled visits of Service Opportunity sites to check on guests' wellbeing and progress.
- Lead and or participate in life transformational activities and guest group projects.
- Provide mentorship and teach guests life skills and coping skills.
- Diffuse crisis situations.
- Follow necessary safety and security measures.
- Other duties as assigned.

Revised 01/2020



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#### **SKILLS/QUALIFICATIONS:**

- Mature Christian who has a heart to work in a ministry environment that reaches out to the poor, homeless, recovering addicted, and mentally ill in a zero-tolerance facility.
- Able and willing to model Christ-likeness in word and deed.
- Working knowledge of Microsoft Office products, database management and Internet utilization.
- Evidence of sound decision-making abilities.
- Ability to communicate ideas and concepts effectively and respectfully.
- Excellent attitude, personable, friendly and courteous.
- Valid Montana Driver's License; ability to be insured by MRM vehicle insurer.
- Must complete current Homeless Management Intake System training.

#### **PHYSICAL FACTORS/WORKING CONDITIONS**

*Occasionally = 1%-33%; Frequently = 34%-66%; Continuously = 67%-100%*

The majority of this position requires work indoors

Work will involve interactions with a diverse guest population and may continuously involve working with people who struggle with mental illness, addiction, may be under the influence of alcohol, and/or have poor personal hygiene. -

*Frequently*

- Sit, stand, bend, stoop, walk, use stairs – *Frequently, on a rotational and on-going basis*
- Talk and hear – *Continuously*
- Reach with hands and arms – *Occasionally*
- Lifting – *Occasionally, up to 50 lbs.*

#### **SUPERVISORY RESPONSIBILITIES:**

This position does not have any direct reports.

#### **EDUCATION/EXPERIENCE:**

- Bachelor's degree in counseling or social work-related field required or equivalent education and experience.
- Master's degree preferred.
- Coursework or specialized training related to addiction, poverty and/or mental illness case management preferred.

#### **Requirement:**

Montana Rescue Mission is a privately funded 501 (c)3 non-profit, evangelical Christian ministry. Our designated purpose is religious, and we are a Christ-centered ministry which is dedicated to sharing the Gospel by being an exemplary provider of effective and efficient solutions for those we serve, from a distinctly Christian perspective. We consider every position to be essential in the fulfillment of our ministry and Mission Statement. As such, each employee must have a relationship with Jesus Christ as their personal Savior and Lord. All employees must:

- *Be able and willing to share the Gospel and participate in the spiritual activities of Montana Rescue Mission including leading/participating in prayer, devotions, bible studies, etc.;*
- *Subscribe to Montana Rescue Mission Statement of Faith, Core Values, and Qualifications for Employment upon hire and continuously while employed;*

Revised 01/2020



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- *Adhere to the Montana Rescue Mission Employee Handbook.*

***My signature below acknowledges that I have read and understand the job description as described herein. I understand that this job description is not all-inclusive.***

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date