



JOB DESCRIPTION

Job Title:	Shelter Case Manager
Location:	Colorado Springs
Department:	40 - Shelter
Reports to:	Shelter Manager
Supervises:	None
FLSA Status:	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt
Wage:	\$20.25 per hour

JOB SUMMARY

Under the supervision of **Shelter Manager**, the **Shelter Case Manager** will be responsible for maintaining the physical and emotional safety of youth accessing the shelter and providing services that are trauma informed, appropriate and effective. This includes supervision of youth in the shelter milieu, case management, group facilitation, ensuring facilities are maintained, youth intakes and assessments, crisis phone counseling, client data collection, documentation, file maintenance and ensuring that the program is facilitated in a manner that meets The PLACE's mission. These responsibilities are divided between case management, office time for meetings, data entry, file maintenance, advocacy, youth appointments, etc. and milieu supervision when necessary.

This position will ensure that interactions, interventions and environments at The PLACE are trauma informed and emphasize the physical and emotional safety of youth and staff.

MINIMUM QUALIFICATIONS

- A Master's degree in social work, psychology or a related field and minimum of two (2) years' experience working with youth.
 - **OR** a Bachelor's degree in human services or a related field and a minimum of three (3) years' experience working with youth.
 - **OR** a high school diploma or equivalent with a minimum of five (5) years' of experience working with youth who have runaway or are experiencing homelessness.
- Computer proficient including Microsoft Office Suite (e.g. Outlook, Word, PowerPoint, and Excel).
- Must be insurable as a driver on The PLACE's auto liability policy to transport youth using a The PLACE's vehicle, and an approved personal vehicle.
- Must pass both federal and state background checks.
- Must pass pre-employment TB screening.
- Must be QMAP certified or eligible for QMAP certification.

KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to connect well, work effectively and communicate in a culturally responsive manner with a diverse youth population.
- An understanding of trauma informed interactions and/or a willingness to learn and adopt this approach is required.
- Ability to handle multiple tasks and to assess and change priorities based upon agency and client needs.
- Consistent exercise of discretion and independent judgment in the performance of duties.
- Ability and desire to work within a crisis intervention agency.
- Data collection and the ability to maintain accurate and thorough client files and HMIS database
- Skill in operating office equipment, such as computers, software, and telephones.
- Excellent written and verbal communication skills.
- Skill in negotiating and mediating, particularly in sensitive situations.
- Ability to maintaining appropriate confidentiality.
- Ability to function as a member of an interdisciplinary team and work with collaborating agencies.
- Ability to manage tasks and activities in an environment that sometimes includes interpersonal conflict and chaos.
- Ability to be team-oriented and able to coordinate with various departments and staff.
- Understanding of the provision of and commitment to trauma informed care and positive youth development.

JOB DUTIES

The job duties of this position are performed personally, in cooperation with your supervisor, and/or in coordination with other staff. Additional work functions and duties may be assigned.

Case Management:

Intensive case management as a major component to this position includes:

- Meet with assigned youth to obtain history complete assessments and maintain paper-work and files.
- Provides guidance to youth that is based in the principles of trauma informed care and positive youth development.
- Develop individual case plans and aftercare plans for youth to achieve goals.
- Collaborates with other agencies and youth in order to help youth meet their case plan goals (i.e doctors appointments, vital documents, court appointments, etc.).
- Provide personal interest and attention to each youth, remaining sensitive to the need to help each youth develop socially, emotionally, and intellectually.
- Contracts with youth and other involved persons in facilitating the youth's exit from street life, working with youth to develop individual case plans and aftercare plans to achieve their goals.
- Conducts staffing with persons involved with youth on their case-load.
- Provides weekly meeting sessions with each youth participant to review progress towards contracted objectives, revise plans, and provide support and accountability.
- Acts as a positive role model to further The PLACE's goals.
- Attends all required training, staff meetings and client reviews, being prepared to address client issues.

- Collaborates with other agencies for service delivery needs, staying current on resources and developments in this area of specialization.
- Coordinates and provides groups for youth to attend in areas of youth's interest, community groups, educational and health groups.
- Works with parents, legal guardian family members towards appropriate family reunification

Milieu Supervision

- Provide milieu supervision, working through a trauma informed care approach, to ensure the physical and emotional safety of the youth and their environment when necessary.
- Provide youth direction on their service plans.
- Provide programming that supports the building of healthy relationships.
- Work with youth to maintain cleanliness of the shelter environment.
- Provide crisis intervention as necessary.

Intake/Assessments

- Complete thorough intakes in a manner that begins to establish comfort and trusting relationships.
- Assess the level of need and intent of youth and make recommendations regarding youth's involvement in The PLACE. Establish plans with youth, ensure follow through, and make appropriate referrals.

Documentation

- Maintain thorough and accurate client files; ensure client confidentiality; communicate clearly and effectively to other staff members regarding client; collect and maintain ongoing and accurate data; enter data on computer database as well as in client record; track client services and accurately input data collected on a daily, weekly, and monthly basis in The PLACE's database (Adsystem).
- Accurately document admission record and record actual services received by clients.
- Document relevant and significant events that occur during the shift in the Communication Log.

PROFESSIONAL PERFORMANCE

- Adhere to all Personnel Policies and Procedures for the Agency.
- Maintain professional standards of performance, demeanor, and appearance at all times; act as a "role model" both at and away from the Agency.
- Maintain a creative, team-building approach to job performance and seek to bring a constructive, problem solving orientation to all tasks.
- Performs all tasks and responsibilities with attention to detail and in a complete and timely manner, complying with agency policies and standards and conforming to the scheduling requirements of the job and program.
- Maintain an awareness of the agency's mission and work to promote the positive individual and social change goals it embodies.
- Exercise discretion and professional judgment at all times keeping with the responsibilities carried personally and by the agency for the care and welfare of the clients; act with honesty and integrity in all aspects of Agency business.
- Actively strive to upgrade professional skills through engaging in appropriate professional training and experience.
- Actively strive to create and maintain a culturally sensitive, trauma informed and appropriate environment through communication and interaction that demonstrates respect for diversity; while

promoting the philosophy of trauma informed care in interactions with youth, staff and individuals both internally and externally.

- Support positive youth development and youth involvement in decision-making processes.

PHYSICAL REQUIREMENTS

- Employee frequently is required to sit. Employee is frequently required to stand; walk; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and occasionally stoop, kneel, or crouch.
- Requires manual and finger dexterity and eye-hand coordination.
- Able to speak and write the English language in an understandable manner.
- Requires the ability to use department equipment, such as telephones, personal computers, adding machines, copiers, fax machines, etc. Position requires frequent use of computer and phone.
- Able to hear well enough to communicate with employees and others.
- Ability to meet youth off-site at youth housing.
- Able to be on feet and mobile up to 10 hours per day.
- Able to lift up to 50 lbs.

WORK ENVIRONMENT

Employees in this position are subject to long hours on their feet in a shelter environment that may include physical conditions such as encountering drugs and paraphernalia, sharps, and interpersonal contact from non-employees that include sexual innuendo and raw, abusive or threatening language. Employees must be comfortable providing safer sex supplies and bleach kits to youth.

The PLACE provides personal protective equipment (PPE) and safety training to prepare and protect The PLACE employees in these uncontrolled environments. Compliance with safety protocol is required, which may include the use of PPE, involvement of law enforcement, and/or enactment of emergency protocols, detailed in The PLACE's Emergency Operations Plan.