Tempe Community Action Agency

SHELTER PROGRAM CASE MANAGER
Job Description

Purpose:
The Shelter Program Case Manager formulates and coordinates case plans that promote self-sufficiency among shelter program clients. The Case Manager provides a vital link between clients in need of services and the resources and service providers that can address their needs. The position also ensures the safety of all clients by monitoring and enforcing the rules and regulations of the I-HELP shelter program.

Supervision Received and Exercised:
Receives general supervision from the Program Manager

Essential Functions:
Duties include, but are not limited to, the following:

- Provides program information to the general public and screens applicants for appropriateness
- Conducts intakes, completes needs assessments and acts upon critical needs appropriately and immediately
- Develops comprehensive housing plans incorporating short and long term goals and timeline and measures for each goal
- Monitors progress toward goals in regularly scheduled weekly sessions
- Evaluates and adjusts case plans as needed
- Empowers clients to become involved in their own planning and goal setting
- Refers clients to appropriate resources, including employment opportunities and public benefits programs, and performs advocacy and enrollment assistance to aid clients with meeting goals
- Maintains accurate and timely client files, case notes, and HMIS records
- Reports critical incidents immediately to the Program Manager or Director
- Collects data necessary to meet funding requirements and statistical reports
- Maintains daily bed log and monitors capacity to ensure people in need are able to access shelter when openings exist
- Interfaces with shelter host providers and meal providers
- Coordinates case management functions with partner agencies
- Reports any safety concerns or shelter hazards to the Program Manager for immediate attention to ensure the safety of clients
- Sets and maintains appropriate boundaries with clients; observes client confidentiality and PII/HIPPA protocols in client interaction and in the handling of documents
- Adheres to agency and fund source policies and procedures
- Assists walk-in customers seeking assistance at the Drop-In Center
- Demonstrates professionalism, compassion, and sensitivity in all interactions with clients
- Performs other duties as assigned

Minimum Qualification:
- Knowledge of and sensitivity to the needs of populations from backgrounds of disadvantage
- Bilingual (English/Spanish) desired
- Computer literate (Microsoft Windows and HMIS data management system)
- Excellent customer service, communication, and time management skills

Experience:

- Two years of professional case management or social work experience in a shelter, housing, or social service program
- Responsible work history indicating dependability, initiative, flexibility and ability to follow directions
- Experience in/knowledge of best practices for homelessness prevention and intervention
- Strong ability to effectively resolve and cope with immediate crisis situations
- Knowledge of public benefits programs including SNAP, SSI, SSDI, VA Benefits, and AHCCCS preferred

Education:
Requires equivalent to the completion of an associate degree in a behavior health related field. Bachelor's degree preferred.

License/Certifications:
Level One Fingerprint Clearance Card upon hiring
Possess an Arizona Driver's License, current auto insurance, and a vehicle to use during the work day

Status:
Full-time / Non-Exempt, 40 hours/week
Monday – Friday 9 AM to 6 PM, subject to periodic variation and changes
Occasional Saturdays or Sundays may be required

Benefits:
TCAA is committed to providing a robust additional benefit package to complement compensation. This package includes paid holidays, vacation and sick time accrual that increases with tenure, as well as medical, dental and vision insurance, life insurance, disability benefits, Health Savings Account, Employee Assistance Program, telemedicine, and retirement. Additionally, TCAA pays 100% of the employee premium for medical insurance.

TCAA is an Equal Opportunity Employer