

Job Description

Job Title: Case Management Coordinator
Department: Shelter Services
Reports To: Director of Services
FLSA Status: Full-Time, Salary-Non-Exempt



General Description of Work:

Within the framework of Trauma Informed care, provides case management to clients, in which the individual's needs are identified and the appropriate physical, mental and spiritual resources are located. Works collaboratively with community agencies to enhance shelter guests' ability to interact with and participate in the community while respecting each client's individual values and goals. Provides leadership and supervision to case managers, case management interns and volunteers.

Essential Functions:

Direct Service

- Assist clients in setting goals and identifying steps to achieve these goals
- Coordinates with mental health services on behalf of clients
- Promotes clients' access to resources, supports, and services
- Implements evidence based best practices to foster change behaviors in clients
- Assists clients with external needs as appropriate, occasionally transports them to appointments that will assist them with community resources; provides court, jail and treatment support
- Offers hope and encouragement for clients in crisis: provides crisis counseling as needed
- Acts as resource in difficult client interactions with KRM and other service agencies
- Attends weekly staff meetings: Contributes to the efficiency and effectiveness of the Mission's service to its clients by offering suggestions and participating as an active member of a client care team

Management and Administrative

- Oversees case managers (CM), case manager interns, CM administrative staff, and CM volunteers.
- Helps case managers set and manage appropriate case loads
- Responsible for accurate client data for agency files and HMIS input.
- Develops and communicates case management policies and procedures.
- Coordinates with outside agencies for onsite services for clients.
- Provides training for case managers, CM interns, CM administrative staff and CM volunteers. Advises Director of Services in development of professional development plans for the department.

Knowledge, Skills, and Abilities:

- Bachelor's degree in Social Work or similar field required. Master's degree preferred.
- Licensed Social Worker (LSW) preferred
- Minimum of 2 years of experience in the field of social work/case management required

- Prior counseling and/or public health experience preferred; experience with and knowledge concerning the community based setting and mental health population is preferred
- Must have excellent organizational and interpersonal skills in order to work with clients, hospital staff and various community agencies
- Knowledge of:
 - Principles and practices of social work and case management techniques
 - Public and private social services providers within the community and community resources and programs available to residents
 - De-escalation and crisis intervention techniques
- Ability to:
 - Assess cases appropriately and utilize the most appropriate community resources
 - Prepare correspondence and other written materials
 - Use initiative and independent judgment within established procedural guidelines; organize own work, set priorities and meet critical deadlines
 - Work independently and collaboratively, utilizing and obtaining necessary resources for clients
 - Balance time among clients, Mission staff and relationships with outside agencies
 - Communicate effectively and keep proper boundaries with clients
- Proficient with Microsoft Office Suite, including Word, Excel, Power Point, Publisher and Outlook
- Must have or be willing to complete First Aid/CPR and Mental Health First Aid.

Personal Attributes and Values:

- Have a personal relationship with the Lord Jesus Christ and a credible testimony to the same.
- Provide a clear biblical testimony of a personal experience of receiving by faith the Lord Jesus Christ as Savior and give evidence of His presence in daily living
- Be a member in good standing or in regular fellowship with a local evangelical church.
- Have a heart of compassion and caring toward the homeless and hurting
- Have a deep desire to serve the Lord Jesus Christ in the ministry of life recovery for those coming off the streets out of homelessness and out of addictions of all kinds
- Possesses and demonstrates excellent personal integrity
- Demonstrates a courteous and Christ-like manner with guests, volunteers, co-workers, and internal and external partner agencies
- Have a personal philosophy of ministry and leadership based on Biblical principles and a Christian worldview.

In any position with the Kitsap Rescue Mission, it is impossible to predict the many requests and assignments that can and will be made on an employee. This is the case with this position. Flexibility and a cooperative spirit are crucial characteristics of the person who holds this important position and for the successful operation of the Kitsap Rescue Mission services.

Requirement: Kitsap Rescue Mission is a 501(c)(3) nonprofit, evangelical Christian Ministry; as such employees must share the Mission's Statement of Faith and Lifestyle, and adhere to the Mission's Employee Policy Manual and other guidelines set forth by the Executive Director.

This position does not require a Conflict of Interest Statement.