



Job Posting

POSITION: Shelter Case Manager (Temporary)

PROGRAM: Community House/HomeStart [Hotel Program]

SCHEDULE: Tuesday-Saturday, 3:00-11:00pm

COMPENSATION: \$19.19/hour, full benefits package

REPORTS TO: Shelter Program Manager

STATUS: Temporary, Full-time, Non-exempt
Essential staff in inclement weather

ABOUT THIS POSITION:

This position provides case management support at IFC's hotel-based shelter for women and men.

- Provide low barrier, trauma-informed, harm reduction services rooted in anti-racism and social justice
- De-escalate conflicts and promote healthy communication between staff and residents
- Actively promote civic engagement and leadership development activities in shelter
- Provide initial screening for potential residents to determine eligibility, and complete intakes
- Develop a plan with each resident, focusing on finding housing, with referrals to resources as needed
- Meet with each participant engaged in case management in the frequency that best serves their case plan
- Actively work to implement decisions made by the team, and report back to the team on progress
- Create and maintain files in an organized and accessible manner
- Enter and provide accurate, current data into electronic databases as needed for program reports
- Maintain regular, clear and thorough communication with the Shelter Manager, and other staff
- Assist residents in navigating the community living environment by managing crisis situations as they arise, coaching residents on expectations, facilitating conflict resolution, maintaining a safe and clean environment, supervising volunteers, planning and preparing meals using safe food preparation techniques, processing donations, and providing transportation occasionally using agency vehicles
- Develop and maintain relationships with representatives in partner agencies
- Attend weekly supervision meetings, periodic agency meetings, and trainings as scheduled
- Perform other related duties as assigned

PREFERRED QUALIFICATIONS:

- Understanding of the causes of poverty and homelessness and the relationship of these societal problems to unjust and inequitable systems
- Relevant case management experience in social services, including demonstrated experience with people experiencing poverty, homelessness, substance use, and/or mental health issues
- Knowledge of the Housing First model; ability and commitment to use Harm Reduction, Member-Centered, Trauma-Informed approaches
- Effective planning and time management skills, ability to manage multiple tasks and deadlines
- Flexible work style, sense of humor, and ability to work as part of a diverse team
- Computer literacy (i.e. Excel, Outlook, Word, etc.)
- Valid driver's license preferred

APPLICATION PROCEDURE: Please email resume and cover letter to jjenks@ifcmailbox.org.

IFC is an equal opportunity employer and strongly encourages applications from people with lived experience of poverty and/or homelessness, people of color, LGBTQ applicants, and people with disabilities.

Deadline to apply: Position is open until filled. Deadline for internal candidates is Monday, December 7 at 5pm.