Job Title: Shelter Case Manager	**FLSA:** Full-time/Exempt (40 hours per week)
Department: Programs/Shelter Case Management	**EEO Job Classification:** Professional
Reports to: Shelter Programs Manager	**Last Revised:** August 12, 2015

Position Summary:

The primary duty of the Shelter Case Manager is to assess the needs of the Austin Resource Center for the Homeless (ARCH) clients and assist them in receiving those services that will transition them from homeless to transitional or permanent housing. The Shelter Case Manager facilitates support and/or skills training groups. The Case Manager works closely with other Day and Overnight Shelter staff to arrange shelter stays for clients and approve extensions when appropriate. The Shelter Case Manager regularly communicates with other homeless service providers, including mental health services, long-term case management, treatment, and job development programs to aid in the support and assistance of clients in accessing needed services. The Shelter Case Manager is responsible for maintaining records on each client via internet-based client tracking systems and evaluating performance outcomes.

Specific Duties, Functions, and Responsibilities:

- Identify homeless clients accessing services at ARCH to whom case management services can be provided.
- Utilizing clinical knowledge and skills conduct assessments of clients to determine needs (e.g. housing, education, treatment, etc.), personal needs, and barriers to accessing services.
- Maintain a caseload of 25-35 clients, as determined by the program's needs & under the supervision of the Shelter Programs Manager.
- Develop and monitor individual service plans with each client to meet basic needs to help restore and enhance social, psychological, and bio-psychological functioning. Service plans will focus on stability in the areas of income, self-care, & housing (with the general goal of housing stability).
- Provide support to clients in assessing appropriate services through communication with other community partners, service providers, and other relevant agencies.
- As appropriate, coordinate with mental health professionals in the determination of diagnosis and treatment of mental, emotional, and behavioral disorders.
- Coordinate with other agency departments to ensure clients' access to shelter, programs, and resources when applicable, including but not limited to groups, financial assistance, and available donations.
- Develop and facilitate support, informational classes/sessions, life skills, and/or psycho-educational group activities designed to help clients explore and resolve self-care issues that may be impacting the clients' progress towards meeting their established goals.
- Maintain complete and accurate records of all client contacts via client tracking systems and complete reporting requirements mandated by the City of Austin, Front Steps, and other regulatory agencies. Additionally, manage case data by entering client data in Homeless Management Information System (HMIS) Service Point web-based database in a timely manner.
- Obtain needed information and complete regular reports regarding client outputs and outcomes, track, meet and/or exceed all program performance measures, and assist with program evaluation.
- Participate in inter-agency case management collaborations to share information, resources and problem-solve client challenges and barriers.

Other General Duties, Functions, and Responsibilities:

- Transport clients on an as-needed basis to medical, housing, and other appointments.
- Assist with other agency special projects as needed, including staffing special events and providing coverage for agency programs.
- Perform other duties as assigned.

Minimum Qualifications:

- Bachelor's degree in Social Work or related field. Professional experience in the field or closely related field may be considered in lieu of formal education.
- 2 years of professional experience working with the homeless or closely related special needs population in a case management capacity.
- Knowledge of psychosocial theory, methods, and ethics.
- Ability to establish rapport, trust, and boundaries with clients.
- Ability to follow detailed instructions and work independently with minimum supervision.
- Strong organizational skills, with the ability to respond to deadlines in a timely manner.
- Strong computer skills, including word processing, spreadsheets, database usage, and internet.
- Reliable transportation and valid driver's license.

Preferred knowledge, skills, and abilities:

- Masters' degree in Social Work and/or LMSW.
- 3 years of professional experience working with the homeless or closely related special needs population in a case management capacity.
- Experience using a Homeless Management Information System (HMIS).
- Knowledge of local community resources.
- Bilingual (Spanish and English and/or ASL and English highly preferred).