

Job Description: Concord Homeless Resource Center (RC) Case Manager

Last Updated: November 25, 2020

Position Title: Resource Center Case Manager

Reports to: Clinical Director of Case Management

Status: Full-time, 40 hours per week, weekends and three weekdays

FLSA: Non-exempt, Hourly

This position is temporary for the winter, January through March 2021. It requires working on weekends and 3 weekdays (TBD).

Job Summary

The Resource Center Case Manager works as part of CCEH's Case Management Services team to assist people struggling with homelessness. The core function of the Resource Center Case Manager is to work with individual Resource Center guests on a walk-in basis. Additionally, the RC Case Manager collaborates with staff from CCEH's Housing First Concord program, Emergency Winter Shelter program, and Green Street Apartments, identifying eligible participants, gathering necessary documentation from guests, and providing support to program participants and program staff as necessary.

Responsibilities

Work as an integral part of the staff team to maintain a safe and welcoming environment and provide "assistance with dignity" to all guests.

- Meet individually with Resource Center guests for welcome, orientation, assessments, data collection and problem solving.
- Help guests connect with mainstream community services and benefits.
- In conjunction with the Clinical Director of Case Management, supervise the Resource Center guests and monitor the overall dynamics; deal with conflicts and behavioral and/or medical emergencies as they arise.
- Assist Clinical Director of Programs with training and project management of interns.
- Track and enter guest data daily through Salesforce and HMIS.
- Work collaboratively with CCEH's Housing First Program and Emergency Winter Shelter program to identify eligible participants, provide supplemental information on guests if available, and provide support to clients as appropriate.
- Manage the distribution of donated items to guests (clothing, bedding, bus tickets, etc.)
- Assist the Clinical Director of Case Management to oversee and train the Resource Center volunteers as needed.
- Develop and maintain positive collaborative relationships within the wider homeless services provider community, such as Community Action Program, Catholic Charities, Local Churches, City Welfare etc.
- Represent CCEH within the community at appropriate events.
- Participate in staff meetings.
- Other duties as assigned.

Minimum Qualifications

- Associates Degree in related field.
- Minimum one year's experience in case management related to people experiencing homelessness or other vulnerable populations.

- Experience in motivational interviewing and harm-reduction techniques.
- Computer proficiency in Microsoft Windows and Office products, email, internet and other relevant software.
- Data management software experience is a plus.
- NH Driver's License and reliable transportation.

Core Competencies

- **Integrity and Trust:** Is widely trusted; practices direct, honest, and transparent communications; maintains confidentiality; admits mistakes; responds to situations with consistency and reliability; is authentic.
- **Interpersonal Relationships:** Relates well to all kinds of people; builds appropriate rapport; builds constructive and effective relationships; considers the impact of his/her actions on others; uses diplomacy and tact; helps others save face in difficult situations; is easy to approach and talk to; avoids communication triangles.
- **Team Orientation:** Demonstrates interest, skill and success in team environments; promotes group goals ahead of personal ones; is a resource to other members of the team; understands and supports the importance of teamwork and takes responsibility for his/her part in the success or challenges of the team.
- **Composure:** Is cool under pressure; does not become defensive or irritated when times are challenging; is considered mature; can be counted on to hold things together during challenging times; can handle stress; is not knocked off balance by the unexpected; doesn't show frustration when resisted or blocked; is a settling influence in a crisis.
- **Problem Solving:** Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis and looks beyond the obvious and doesn't stop at the first answers.
- **Written and Oral Communication:** Is able to write clearly and succinctly in a variety of communication settings and styles; expresses himself/herself clearly in conversation and interactions with others; summarizes or paraphrases his/her understanding of what others have said to verify understanding and prevent miscommunication.
- **Flexibility:** Is open to different and new ways of doing things; can shift gears comfortably; able to see the merits of perspectives other than his/her own; demonstrates openness to new organizational structures, procedures, and technology; switches to a different strategy when an initially selected one is unsuccessful; can decide and act without having the total picture.
- **Time Management:** Uses his/her time effectively and efficiently; values time; concentrates his/her efforts on the more important priorities; can attend to a broader range of activities.
- **Self-starting Ability:** The ability to find your own motivation for accomplishing a task, and the degree to which you will maintain this course in the face of adversity.
- **Self-Knowledge:** Knows personal strengths, weaknesses, opportunities, and limits; seeks feedback; gains insight from mistakes; is open to criticism; isn't defensive; is receptive to talking about shortcomings; looks forward to balanced performance reviews and career decisions.

COVID-19 considerations:

Our Resource Center is indoors and practicing all State and CDC guidelines for mask-wearing, social distancing, health screening. PPE is available to staff.