

## The Beacon on Brook Street Shelter for Women



<b>Position Title:</b>	Case Manager
<b>F.L.S.A Status</b>	Full-Time Hourly position based at 32-40 hrs./wk.
<b>Reports to:</b>	Beacon on Brook House Manager
<b>Updated:</b>	November 2023

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### **WHO WE ARE:**

Light of Life Ministries is a non-profit, faith- focused organization. We strive to share the love of Jesus through our multiple programs that address the needs of women in crisis due to sexual exploitation, substance use disorder, homelessness, interpersonal violence and other traumas. We understand that to stabilize and strengthen in independence and resilience, these women require that all areas of their life be addressed, and it takes a community of committed partners to do that. We are blessed to have those partners.

Our internal continuum of care model includes intentional access points where we care for women who are in need of emergency shelter, living outside, residing in unstable environments, attending our walk-in support center or living in our transitional housing program.

**Beacon on Brook Street (The Beacon)** is our newest program opening in January 2024! The Beacon is a housing first model, low barrier, emergency shelter for women and children who are experiencing homelessness.

### **GENERAL DESCRIPTION**

The Case Manager provides a variety of office and field activities to manage and monitor the women and children in the Beacon on Brook Street Shelter

*\*\*This full-time position includes a variety of shifts to include morning, afternoon, evening and weekend opportunities.*

### **DUTIES AND RESPONSIBILITIES:**

#### Client Relations:

- Have a heart and desire to work with women experiencing homelessness.
- Assist clients with basic safety and health needs.
- Assess housing barriers of individuals and families experiencing homelessness to determine housing and service needs.
- Develop a housing procurement, financial, and self-sufficiency case management plan with clients. This shall include intake interview to determine client's needs, goals, and eligibility.
- Provide mediation and advocacy with landlords on the client's behalf to develop a workable plan to obtain and or maintain housing.
- Assist participants in locating and securing permanent housing of their choice.
- Create and maintain consistent communication channels, both verbal and written, between several parties (i.e. tenant, landlord, referral source, collaborating agencies, debtors and creditors).
- Provide information and referral assistance regarding available support from appropriate social service agencies and/or community programs.
- Assist participants in development of a strength-based/solution-focused individualized goal and action plan that promotes permanent housing and self-sufficiency; develop an effective, timely referral network in order to ensure ongoing direction and support as needed.
- Maintain accurate daily logs records, monthly outcome reports, and files for each client.
- Transport clients as deemed necessary. Transportation requirements should be limited to housing and job searches and occasional visit to relevant social service agencies.

Other Functions:

- Ensure Agency's great reputation in the community by providing client services with integrity and high moral standards and Agency's values.
- Maintain a complete working file providing activity documentation and copies of all corresponding paperwork.
- Support or take on special projects as requested.
- Attend staff meetings.
- Stay current on all required trainings (i.e. CPR, Trauma Informed Trainings, CRSW, etc.)
- Perform other duties as assigned.

**ESSENTIAL KNOWLEDGE, SKILLS AND ATTRIBUTES:**

- Requires 2 years in a non-profit, preferably a shelter or like non-profit.
- Requires knowledge and belief in "Housing First" philosophy and strategies.
- Minimum Education Requirements: Associate degree in human services preferred or a minimum of a two years related experience.
- Excellent communication skills, particularly listening, mediation, and writing skills.
- Possess strong organizational skills with ability to meet a demanding workload.
- A strong understanding of the issues facing women who struggle with homelessness such as addiction, trafficking, domestic violence, trauma and mental health disorders.
- Detail oriented to complete requirements of files and contract compliance.
- Creative thinker/adaptive personality.
- Knowledge or understanding of tenant's rights and responsibilities as well as "strengths based" case management.
- Demonstrated knowledge of community resources, social service agencies, and landlords.
- Fluency in the English language is required. Fluency in Spanish is preferred but not required.
- Experience with computer and knowledge of Microsoft Office.
- Valid driver's license and a car or reliable means of transportation.
- Sensitivity to cultural and socioeconomic characteristics of population served.
- A commitment to empowering others to solve their own problems.
- A conviction about the capacity of people to grow and change.
- The ability to establish and set appropriate limits with persons served to help them gain skills and confidence.
- The ability to work collaboratively with other personnel and/or service providers or professionals.
- The capacity to maintain a role to empower clients and to intervene appropriately to meet service goals.
- Belief in the mission and purpose of Light of Life Ministries ([www.lightoflifenh.org](http://www.lightoflifenh.org))
- Ability to pass a criminal background check.
- \*CRSW certification (Light of Life Ministries will support attaining this certification on the job)

**To apply: Submit a resume and cover letter to Kristie McKenney at [kristie@lightoflifenh.org](mailto:kristie@lightoflifenh.org) with subject line: CASE MANAGER**

NOTE: The purpose of this job description is to provide a concise statement of the work elements of the position, and to organize and present the information in a standard way. It provides as much detail as is necessary to distinguish the position for all others. It is not intended to describe all the elements of the work that may be performed by every individual in this classification, nor should it serve as the sole basis for Human Resource decisions and actions. Light of Life Ministries is an equal opportunity employer and is committed to the belief that each individual is entitled to equal employment opportunity.