



The Union Mission Job Description

Dedicated to serving God by serving the most vulnerable people in the community; the poor and homeless.

POSITION: Case Manager

DEPARTMENT: Women's Shelter

DATE: 6/2024

RESPONSIBLE TO: Women's Ministry Director

Director **STATUS:** Non- Exempt

BFOQ: Faith Alignment

SUMMARY:

Demonstrate Christ-like behavior and attitude in all job duties and responsibilities. Under the direct supervision of the Women's Ministry Director and Sr. Director of Programs, the Women's Shelter Case Manager is responsible for the oversight, facilitation, and coordination of overall case management services and related resources to all persons residing in or receiving services from the Union Mission Women's Shelter.

DUTIES AND RESPONSIBILITIES

- Provide primary oversight of case management functions while guiding, assisting, and supporting Women's Shelter emergency shelter and day services guests
- Routinely share insights and information with Director of Women's Ministry for the purpose of maintaining a safe, healthy, and effective ministry setting
- Demonstrate profound knowledge of human services and case management strategies and competencies
- Apply person-centered processes and resources to aid guests towards homeless and housing resolution, personal growth and development, and access to community resources
- Exercise discernment and critical thinking skills as it relates to appropriately addressing difficult situations, demonstrating sound judgment, and adhering to enforce established shelter guidelines and rules, and perform collateral duties as assigned
- Ensure the proper documentation and prompt reporting of all Women's Shelter personnel incidents as well as property issues directly to the Director of Women's Ministry and other staff as deemed appropriate
- Gain and demonstrate proficiency with utilizing H.E.A.R.T. client database and providing data-based reports.
- Participate in TUM sponsored trainings and professional development opportunities

- Maintain current certifications as required of the role (CPR/First Aid, trauma-informed care, mental health first aid, etc.)
- Aid in the planning of quarterly come back to visit events
- Attend volunteer meet and greets, train, schedule, and work with shelter volunteers
- Protect organization's value by keeping information confidential
- Support the Christian values and ethics of TUM with guests, staff and vendors
- Maintain appropriate eligibility to legally drive ministry vehicles and transport individuals as required
- Perform other duties and activities as assigned

SKILLS & QUALIFICATIONS:

- ❖ A personal commitment to Jesus Christ that is demonstrated by a lifestyle of obedience to God's Word
- ❖ Strong ability to multitask
- ❖ Reliable and extremely trustworthy
- ❖ Good interpersonal skills; able to explain processes clearly and thoroughly, patient and diligent in maintaining order and standards and in achieving resolution.
- ❖ Respond to inquiries in a professional manner
- ❖ Maintain confidentiality
- ❖ Good communications skills – written and oral
- ❖ Ability to be self-directed and work independently
- ❖ Proficient in the use of Microsoft Office software
- ❖ Good judgment, self-control and professional boundaries
- ❖ Read, understand and follow safety and other specific instructions and procedures
- ❖ Able and willing to work as a member of a team
- ❖ A commitment to serving others
- ❖ Ability to drive large vehicles

WORKING CONDITIONS/PHYSICAL FACTORS:

Occasionally = 1%-33%; Frequently = 34%-66%; Continuously = 67%-100%

- The position requires work within an office setting -continuously
- Be able to read, write and interpret written documents -frequently
- Regularly spends time sitting and using office equipment and computers -frequently
Prolonged focus and mental acuity – frequently
- While performing the duties of this job, the employee is regularly required to sit, stand, bend, twist, speak and hear. Will frequently lift and/or move up to 30 pounds -occasionally

EDUCATION/EXPERIENCE:

- Bachelor's Degree in a human service related field or equivalent combination of education

and experience

- At least 5 years of experience working with individuals experiencing homelessness, co-occurring disorders, and associated conditions

Requirement:

The Union Mission is a privately funded 501 (c)3 non-profit, evangelical Christian ministry. Our designated purpose is religious and we are a Christ-centered ministry which is dedicated to sharing the Gospel and helping the homeless and impoverished. We consider every position to be essential in the fulfillment of our ministry. As such, each employee must have a personal relationship with Jesus Christ as their Savior and Lord. All employees must:

- Be able and willing to share the Gospel and participate in the ministry activities of The Union Mission;
- Subscribe to The Union Mission Doctrinal Statement and Qualifications for Employment upon hire and continuously while employed;
- Endeavor, in good faith, to fulfill the purpose and mission of The Union Mission;
- Adhere to The Union Mission Employee Handbook.

My signature below acknowledges that I have read and understand the job description as described herein, and that I can fulfill this position, including but not limited to the Physical Requirements/Working Conditions (with or without accommodation) unless otherwise noted. I understand that this job description is not all-inclusive and that employment with The Union Mission is always at-will.

Signature

Printed Name.

Date