Job Title: WC Shelter Case Manager  
Reports To: Program Director  
Status: Temporary position (Aug 2020-Dec 2020, with potential for it to be funded after December); Full-time (40 hours/week) Non-Exempt w/Benefits  
Starting Compensation: $21 - $23/hour - DOQ

Purpose:  
The WC Shelter Case Manager is responsible for the day to day management of the hotel shelter operations in Washington County (hotels located in Stillwater & Forest Lake) and supporting shelter residents.

Responsibilities:  
- Provide 1 to 3 contacts with each shelter resident per week:  
  - Preference is to have face-to-face contact, but some contact can be completed virtually (either by phone or by Zoom).  
- Assist shelter residents in applying for public assistance benefits such as food support, medical assistance, housing support, cash assistance, etc.  
- Connect residents (refer) to community resources both public and private, these may include but are not limited to mental health, chemical health, physical health, waiver services, etc.  
- Follow-up with residents and community agencies as appropriate to document use of the community resource(s) and success of the referral.  
- Participate in weekly shelter meetings with Washington County management & staff.  
- Act as the primary point of contact for hotel staff to address concerns regarding shelter residents and attempt to resolve in order to maintain the residents shelter stay.  
- Notification to residents if they are being asked to leave the shelter, giving resources for other shelters.  
- Work closely with Washington County Homeless Outreach Services Team (HOST) to shelter new residents encountered during outreach.  
- Responsible for data entry and management (HMIS & Client Track) for all assigned clients.

General Responsibilities:  
- Maintain thorough records for all documentation assigned to this position.  
- Attend and participate in staff meetings, staff training programs, supervisory sessions, and accept the responsibility of aiding with the development of positive team relationships as requested.  
- Adhere to all SSEH policies, procedures, and Code of Ethics.  
- Confidentiality  
  - Resident issues may never be discussed with other staff in the front office (window area), lobby or any other area where residents are around. These discussions must take place in the back office up front or in a private office.
• SSEH staff may not talk about one resident to another resident.
• Perform other duties as assigned by Program Director or Executive Director.

Qualifications:
• Bachelor’s degree in Social Work or related field.
• Experience working in a social service setting (one year at least).
• Knowledge of community resources and counseling/social work practices with high risk populations.
• Experience working with individuals in crisis.
• Good documentation skills.
• Excellent written and verbal communication skills.
• Ability to establish rapport with SSEH residents.
• Ability to motivate others towards achieving goals.
• Ability to work independently with a strong sense of focus, task orientated, non-judgmental, has a clear sense of boundaries.
• A strong sense of and respect for confidentiality involving both SSEH residents and co-workers.
• Ability to work in a variety of settings with culturally diverse people and communities, being culturally sensitive and appropriate.
• Having and maintaining a current motor vehicle license and have available a licensed and insured motor vehicle to use for employment related tasks.
• Proficient in the use of computers and the Microsoft Office Suite.
• Must pass background study, per MN Department of Human Services guidelines.

Staff Name:

I have read and understand the responsibilities of my job description as listed above.

Staff Signature ___________________________________________ Date ___/___/____

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