



## POSITION DESCRIPTION

Position: **Shelter Case Manager (CMSP-LICN)** Status: Non-Exempt  
Reports to: Shelter Manager Schedule: Full-time 40/hours per week  
Date Prepared: Jan 14, 2020

### POSITION SUMMARY:

This position is primarily responsible for identifying the individual, resources and permanent housing/ permanent placement needs of guests staying at Hospitality House. The duties of the Shelter Case Manager also include developing and updating a housing resource directory, routinely connecting with landlords to identify available units to improve the chances of Hospitality House guests securing permanent housing. Above all, the Shelter Case Manager serves as an advocate for all Hospitality House guests, assisting them with housing rental applications, interpreting lease/rental agreements and ensuring their compliance with HUD, and transporting guests during their housing search and rental negotiations.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Sets and keeps regular, ongoing housing case management meetings with guests staying at Hospitality House.
- Works in conjunction with Chapa De, Western Sierra Medical Center, Sierra Nevada Memorial Hospital, and other medical providers to assist guests in securing medical placement and primary care physicians.
- Assesses individual guests' needs (and/or couples/families) to comprehend issues and establish rapport.
- Creates personalized housing objectives that clearly identify a plan toward self-sufficiency for shelter guests. Work in coordination with the Shelter Case Managers and other Housing Specialists.
- Ensures all housing plans are focused on the physical and mental well-being of the people involved.
- Helps guests overcome barriers to housing by assisting them in accessing programs by assisting in completing applications and other necessary documentation on their behalf. Support guest/clients in developing a budget for housing and living expenses.
- Offers support emotional and practical support during the housing search process.
- Makes recommendations for the continuation of or change in housing services.
- Collaborates with other Hospitality House program staff to work more effectively as a Shelter Case Manager.
- Arranges guest transportation and encourage attendance for all appointments and referrals provided on a guest's behalf. Attends appointments on an as needed basis.
- Documents and records all case management activities as appropriate; prepare required reports.

- Works with the Shelter Manager to accept all referrals to the Rest and Recovery Program from partner agencies and maintain a case load of no fewer than 15 shelter guests at any given time.
- Provides case management interventions that create linkages to services and programs that facilitate clients' needs, including follow-through at appointments and transportation.
- Provides continuity of care through case management that facilitates linkages to inpatient and outpatient care, prescription medical support, home health, hospice, long-term care, mental health treatment, substance abuse treatment, and/or durable medical equipment for program participants.
- Provides disease management and support with medication compliance, adherence to treatment plans, and encourage potential lifestyle changes in participants based on medical recommendations.
- From time to time, works with outreach clients or other homeless people not staying at Hospitality House but referred by partner agencies with targeted (clearly defined) assistance. Services are limited to securing permanent housing or permanent placement.
- Ensures all case management progress is regularly and routinely documented into the Homeless Management Information System (HMIS).
- Serves as a liaison between Hospitality House and other Nevada County/Grass Valley or Nevada City social services/public safety agencies when needed or requested by your supervisor.
- Attends community meetings as required or requested by your supervisor.
- Attends and participate in one-on-one meetings with your supervisor, weekly staff meetings, monthly all staff meetings and team building gatherings.
- Travels as required for home visits, appointments with guests and other community activities.
- Helps staff Hospitality House sponsored events as needed.
- Other duties as assigned.

#### COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies:

#### Intellectual

- Analytical – Synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data; designs workflows and procedures.
- Design – Generates creative solutions; uses feedback to modify designs; demonstrates attention to detail.
- Problem Solving – Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
- Project Management – Develops project plans; coordinates projects; communicates changes and progress; completes projects on time and budget.
- Technical Skills – Pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

### Interpersonal

- Customer Service – Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.
- Interpersonal Skills – Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.
- External Working Relationships – Develops and maintains courteous effective working relationships with clients, vendors and/or other representatives of external organizations.
- Adaptability – Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.
- Judgment – Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.
- Initiative – Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions; looks for and takes advantage of opportunities; asks for and offers help when needed.

### Communication

- Oral Communication – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions.
- Written Communication – Writes clearly and informatively; able to read and interpret written information.
- Teamwork – Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.
- Ethics – Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.

### Leadership

- Change Management – Develops workable implementation plans; communicates changes effectively; builds commitment and overcomes resistance; prepares and supports those affected by change; monitors transition and evaluates results.
- Delegation – Delegates work assignments to guests/clients/volunteers when appropriate.
- Managing People – Solicits and applies customer feedback (internal and external); fosters quality focus in others; improves processes, products and services.
- Motivation – Sets and achieves challenging goals; demonstrates persistence and overcomes obstacles; measures self against standard of excellence; takes calculated risks to accomplish goals.
- Planning/Organizing – Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.
- Professionalism – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- Innovation – Displays original thinking and creativity; meets challenges with resourcefulness; generates suggestions for improving work; develops innovative

approaches and ideas; presents ideas and information in a manner that gets others' attention.

### Organization

- **Business Acumen** – Demonstrates knowledge of market and competition; understands business implications of decisions; aligns work with strategic goals; analyzes market and competition and adapts strategy to changing conditions.
- **Cost Consciousness** – Works within approved budget; conserves organizational resources.
- **Organizational Support** – Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; supports affirmative action and respects diversity.
- **Quality** – Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.
- **Quantity** – Meets productivity standards; completes work in timely manner; strives to increase productivity; works quickly.
- **Safety and Security** – Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.
- **Attendance/Punctuality** – Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.
- **Dependability** – Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; completes tasks on time or notifies appropriate person with an alternate plan.

### **ATTENDANCE:**

Must be punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks, where applicable.

### **BUSINESS NECESSITY:**

The needs of Hospitality House may be dependent on responding to and anticipating rapidly changing external and internal demands in all aspects of how business is conducted. This may include, but is not limited to, organization structure, finances, goals, personnel, work processes, technology, and customer demands. Therefore, it may become necessary to make modifications to how business is conducted, and work is accomplished, with minimal or no advance notice to employees. Accordingly, the employee must be capable of adopting with minimal or no advance notice, to change in how business is conducted, and work is accomplished, with no diminishment in work performance.

### **SAFETY AND SECURITY:**

All employees are responsible for observing safety and security procedures as applicable and reporting potentially unsafe conditions to management.

### **SUPERVISORY RESPONSIBILITIES:**

This job has no supervisory responsibilities.

## QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## EDUCATION AND/OR EXPERIENCE:

At a minimum: Associate degree (A.A.) or equivalent from a two-year college or technical school related to the field of work (psychology; social work; sociology); or six months to one-year related experience and/or training; or equivalent combination of education and experience.

Preferred: Bachelor's Degree (B.A.) from a four-year college or university related to the field of work (psychology; social work; sociology); or one to two years related experience and/or training; or equivalent combination of education and experience.

**LANGUAGE SKILLS:** Ability to read and interpret documents such as schedules, safety rules, operating and maintenance instructions, and procedure manuals. Ability to read and write routine office communications, schedules, lists and emails. Ability to speak effectively with groups of volunteers, members of the general public and employees of the organization.

## COMPUTER SKILLS:

To perform this job successfully, an individual should have knowledge of: Electronic Mail Software (Outlook preferred); internet programs (including ADP online payroll system); database systems, Homeless Management Information Systems (HMIS) preferred; Microsoft Office suite (Word, Excel, and PowerPoint).

## CERTIFICATES, LICENSES, REGISTRATIONS:

- Must have a current and valid driver's license.

## OTHER SKILLS, ABILITIES, AND QUALIFICATIONS:

- Knowledge of modern office practices and procedures, including the operation of data processing and personal computer systems and other standard office equipment.
- Use initiative and independent judgment within established guidelines.
- Excellent "people" skills.
- Ability to maintain confidentiality.
- Understand and carry out oral and written directions.
- Flexible and open to direction, accepting constructive feedback readily without defensiveness.
- Asks for guidance and assistance when needed as opposed to performing duties without clear understanding.
- Self-directed with the demonstrated ability to manage multiple projects and multiple priorities. Ability to take ownership of projects and see them through to completion. Ability to work independently with minimal supervision.
- Must be able to communicate clearly, effectively and respectfully with others.
- Ability to work within a team structure, interacting with staff, volunteers, the general public and shelter guests both individually and in a group setting.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand and/or sit for long periods of time, walk, bend, kneel, squat, push, and stoop; use hands to finger, handle, or feel; reach with hands and arms; talk and hear; smell.

The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Must have the ability to travel across, up and down a variety of surfaces (stairs, ramps, uneven terrain).

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is typically moderate to high with high levels of distraction.

Work environment varies from office setting to home visits to meetings out in the community; temperatures vary depending on seasonal weather; exposure to loud noises and outdoor elements.

HH Employment is available to eligible people regardless of religion, race, color, national origin, sex or disability.

**This job description does not constitute a written or implied contract and may be changed as business needs arise.**

Indicate anything that would keep you from meeting the job duties as outlined above.

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Employee Printed Name: \_\_\_\_\_ Date \_\_\_\_\_

Signed: \_\_\_\_\_