

Welcome Inn Day Center
a mission of the South Oakland Citizens for the Homeless

Modified 06/22/2016

Position Description:
Case Manager

Our Mission

To provide a warm, safe day center during winter months for those experiencing homelessness.

Organization Overview

Since 2003, the Welcome Inn Day Center has operated as a volunteer-based, low barrier drop in center for the chronic homeless. An outreach program of the South Oakland Citizens for the Homeless, we offer refuge to our area's most vulnerable residents; filling basic needs of shelter, clothes, hygiene and food while providing case management, job counseling, integrative healthcare options and onsite consultations with other continuum of care agencies.

Employment Status

Non-Exempt position, part/full time (20 - 40 hours per week negotiable), seasonal (16 weeks)

Position

Under the supervision of the Executive Director, the Case Manager is responsible for meeting with each client (at least once upon admission) who participates in Welcome Inn day center and assisting them in planning, meeting and evaluating their personal goals towards safety and self-sufficiency.

Job Functions

1. Client Services

- a. Perform accurate guest intake and record keeping
- b. Meet with each client at least once as they attend the center upon admission into the shelter
- c. Upon intake, explain the types of resources and social services that are available
- d. Create a clear case plan for helping each client with their short term and long term personal goals and objectives
- e. Assist guests in gaining an awareness of the problem and develop problem-solving skills
- f. Keep records, case management notes, files and statistical data as required
- g. Schedule outside service providers to meet with clients

SOCH is a 501 © 3 organization; donations are tax deductible as allowed by law
Donations to SOCH may be addressed to: PO BOX 1937, Royal Oak, MI 48036
The Welcome Inn is located at: 1717 W. 13 Mile Road, Royal Oak, MI 48073
Our mailing address is 2855 Wiltshire Road, Berkley, MI 48072
Phone: 248-677-8757 email: contact@sochwi.org

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- h. Advocate for clients with other service providers and provide referrals to appropriate providers as needed
- i. Contact Adult Protective Services if deemed necessary
- j. Assist guests with needs such as obtaining forms, completing paperwork, contacting referrals, writing correspondence, making phone calls and resolving disputes
- k. Maintain a current waiting list for birth certificates, state ids, housing vouchers, Optimize, etc.
- l. Create and maintain a library collection of resource material to assist clients in reaching their goals
- m. Work closely with other community agencies/resources to coordinate services for guests and provide proper guidance for guests seeking help
- n. Manage Wayne State University student interns
- o. Build a plan for follow-up case disposition assessment upon prior to closure of the center shelter operations

2. Organizational Responsibilities

- a. Attend all meetings as required to maintain business shelter operations including weekly staff/staffing meetings
- b. Assist in building other resources through community engagement
- c. Perform other tasks as assigned

1. Job Conditions

- a. Staff may be exposed to guests exhibiting severe behavioral and medical issues

2. Job Expectations

- a. Experience working with a variety of populations ie., mentally ill, substance users, veterans, etc.
- b. Willingness to perform tasks or work schedules not included in job description
- c. Adherence to SOCH policy on confidentiality
- d. Physical requirements including lifting/moving of donated items, tables, chairs, etc.
- e. Adhere to staffing schedules in order to provide safe and adequate staffing coverage
- f. Ability and willingness to negotiate different personalities and to prioritize competing demands

3. Employment Basis

- a. This is an at-will employment position
- b. Staff are subject to the discipline process, up to and including termination, for actions that violate the SOCH policies or procedures; federal, state and local laws; state or county regulatory requirements/rules; or professional licensing requirements
- c. Staff will be evaluated on an annual basis

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Qualifications

1. Appropriate Educational Credentials (?)
2. Knowledge of HMIS is preferred but not required
3. Passion for serving the homeless in our local communities
4. Flexibility and creative problem solving skills essential
5. Experience working with volunteers, non-profits, and community-based organizations
6. Excellent organizational skills and the ability to handle multiple demands
7. Strong interpersonal and communication skills, including public speaking and writing
8. Ability to work independently and as part of a team
9. Ability to use computers, including proficiency with Microsoft Office Suite
10. Experience working with people of diverse backgrounds, including the elderly, and people of diverse cultures

MINIMUM QUALIFICATIONS:

Employee Signature

Date

Board Chair

Date