

Job Title: Case Management Specialist

Type of Staff: Full Time (Non Exempt)

Staff Supervisor: Department Manager, Case Management Services

Job Overview:

The Case Management Specialist is responsible for intake and case management services offered to KCRM's overnight shelter clients. Will be able to assess client's reasons for homelessness, as well as their spiritual condition. Will encourage, resource and assist clients to move from dependence and homelessness to independence and integration into the KC greater community. Will encourage and empower clients to provide for their own basic needs and become productively involved within the greater KC community. KCRM's goal to help clients recognize that empowerment for change comes through a relationship with Jesus Christ.

Job Qualifications:

The Case Management Specialist must conform to KCRM "Qualifications for Employment" and support the KCRM "Statement of Belief" as outlined in the Staff Manual.

The Case Management Specialist should have post-secondary course work in social work, ministry, or a related field. A minimum of two years of college combined with supervised experience or continuing education in case management is required. With approval of the Executive Director, equivalent substitution may be permitted in the case of deficiencies in experience or education.

If this person is recovering from an addiction or addictive behavior*, sobriety and abstinence for a minimum of two years is necessary.

*(*Addictions or addictive behaviors include but are not limited to: alcohol, drugs, gambling, pornography, inappropriate habits or choices and essentially any dependency inconsistent with Biblical standards.)*

Duties and Responsibilities:

- 1) Daily activities include:
 - a) Intake and assessment of each new client at KCRM
 - b) Strengths-Based case management for ongoing clients
 - c) Obtaining personal identification documents
 - d) Transportation assistance
 - e) Housing assistance
 - f) Referrals to other agencies
 - g) Monitoring progress of Steps To Success (STS) program participants
 - h) Client crisis management

- 2) Must possess excellent written and oral communication skills, be computer literate, able to input comprehensive client progress notes.
- 3) Must possess good boundaries, and ability to hold clients accountable
- 4) Must be a good listener, compassionate, understanding, resourceful, patient, thorough and insightful.
- 5) Must be a team player, familiar with the plight of the homeless
- 6) The Case Management Specialist serves as a member of KCRM's client care team and attends required monthly meetings. He/she is responsible for coordinating care with other KCRM staff members to address client issues and progress.
- 7) The Case Management Specialist is expected to be responsible for his/her own spiritual and professional growth and development. Kansas City Rescue Mission will provide assistance with continuing education and outside training as time and budget allow.
- 8) The Case Management Specialist is part of a team that includes the Reception Specialist. He/she will assist in providing coverage for that individual's lunch breaks and absences.