

Central Iowa Shelter & Services Employment Opportunity

Position Title: GBHI Case Manager

Schedule: Monday – Friday, evening as needed, every other weekend

Classification: Full-Time, Exempt

Office Location: 1420 Mulberry Street, Des Moines, IA 50309

Salary: \$16.50 - \$18.00 per hour | **Pay Level:** II

Reports to: Director of Operations

Travel Requirements: Travel within the community as needed

Organization Overview: Since 1992, Central Iowa Shelter & Services (CISS) mission has been to provide low-barrier shelter, meals and support services at no cost to adults experiencing homelessness and to facilitate their move toward self-sufficiency.

Approximately 2,000 women and men experiencing homelessness have received emergency shelter and supportive services to help them move beyond homelessness each year.

Our facility has grown from being 150 emergency shelter beds to 56,000 square feet of supportive housing and services. CISS is equipped to provide expanded emergency shelter (150 beds); expanded transitional housing for Veterans (19 rooms); Section 8 Project-Based Voucher efficiency apartments (44 rooms), and affordable housing (18 rooms). Along with expanded housing capacity, CISS also provides an on-site health clinic, mental health, substance abuse services, food pantry, community kitchen, clothing closet, classrooms, four job training programs and a new 3200 sq.ft. growing dome.

All guests and residents are provided evening and breakfast meals; access to shower and laundry facilities, a daily medical clinic, and group counseling; as well as individualized case management, life skills instruction, and referrals to other community services/benefits.

Programming continues to evolve to meet emerging homeless and community needs in rural Iowa through CISS leadership in the Rolling Hills Coalition (RHC) serving SE Iowa. Programs outside of Polk County ensure we are serving Iowans in their hometown to reduce the need for people to travel to our urban cores for assistance. RHC mirrors services on our main campus in Des Moines and allows for a continuity of operation across multiple geographic areas.

Position Overview:

The GBHI Case Manager is a member of the Support Services Team with the objective to support the mission of Central Iowa Shelter & Services and clients served by being responsible for helping clients to transition into community living. This structured program provides supports to people who are homeless during and after a transition to community living from a shelter, hospital, or other institutional setting. GBHI Case Managers must be comfortable working in the community and committed to following a focused model of care.

The program will connect people to affordable housing units and support them in daily community living. During this transition, GBHI Case Managers link people to mental health, physical health, and substance abuse services; collaborate with community partners; and help people to develop natural support systems. GBHI Case Managers help to develop and monitor these supports with the goal of maintaining housing.

The GBHI Case Manager worker assists clients with self-sufficiency and financial independence through the following comprehensive services: individualized assessment of strengths and barriers, connection to long term community supports; development in the clients' communities; team consultation and collaboration with other Case Managers; and affordable housing placement. This position requires a clear communicator (both verbal and written), organized with effective time management skills, demonstrating a willingness to learn and adapt, with the highest standards of behavior, collaborative manner and work ethic. The schedule for this position requires day hours and may include evening hours to accommodate the schedule of clients served. GBHI Case Managers mediate and advocate on behalf of clients to help them obtain and maintain housing, health care, benefits, entitlements, and transportation. They are responsible for monitoring, tracking, and recording service delivery.

Duties and Responsibilities include:

- Promotes all onsite self-sufficiency programs with all new clients. Explains nature of CISS programs, procedures and services.
- Helps clients to develop a housing plan and assists to establish long-term economic improvements necessary for greater independence and additional housing choices.
- Works directly with clients in identifying barriers to self-sufficiency and developing goals and objectives for overcoming these barriers through a Needs Assessment process. Identifies strengths and needs and makes referrals to available community resources to meet those needs. Client files will track individual needs, assessments, strategies and progress through ongoing case management.
- Develops a Case Plan with each client and facilitate weekly/monthly/as needed meetings to provide clients with an opportunity to review program requirements, discuss concerns and/or ideas and provide updates on new activities.
- Tracks and enters relevant data on a timely basis and maintains complete and organized client files. This includes entry into ServicePoint and/or other electronic data tracking programs as well as case notes within client files.
- Coordinates with CISS staff and any other service provider working to meet the needs of clients served.

- Links to community resources for integration purposes, socialization, recreation, education, occupation and vocational needs of clients served.
- Maintains records of pertinent program related information and compiles required data in reports. Prepares and submits reports following established timelines and procedures.
- Provides crisis intervention when needed; both at CISS as well as in the community.
- Responds to inquiries, phone calls, and e-mail in a timely and responsive manner.
- Attends provider meetings in the community as well as onsite team meetings and case consultations.
- Helps clients in applying for social security/disability benefits and other entitlements.
- Mediates complaints or conflicts involving landlord/tenants and make recommendations for resolutions.
- Assists clients with housing applications and local public housing authority and low-income housing assistance/recertification processes.
- Collaborates with counselors, physicians, nurses, therapists, psychiatrists, and substance abuse counselors to coordinate treatment, drawing on patient needs and social work experience.
- Counsels clients to assist in dealing with substance abuse, mental or physical illness, poverty, unemployment, or physical abuse.
- Assists clients in adhering to treatment plans, such as setting up appointments, arranging for transportation to appointments, or providing support.
- Attends staff meetings onsite, including all staff meetings and Case Management team meetings.
- Ensure confidentiality in accordance with established procedures and regulations
- Street Outreach duties as needed
- All other duties as assigned

Qualifications:

- As a prerequisite, the successful candidate must believe in the core values of Central Iowa Shelter & Services and be driven by the mission of the organization.
- Strong critical thinking, analytical and problem-solving skills
- Advance computer skills and proficiency in Microsoft Office
- Organized and detail-oriented
- Strong ability to execute work with a diversity, equity, and inclusion lens.
- Ability to establish and maintain professional boundaries in working with the clients
- Ability to react with appropriate levels of urgency to situations and events that require quick response or turnaround.
- Ability to assess emergency situations and respond effectively
- Able to maintain a high level of integrity and discretion in handling confidential information.
- Excellent judgment is essential.
- Must have the ability to obtain Service Point license.
- Strong attention to details, and the ability to manage multiple projects, establish workload priorities, and meet deadlines.

- Working knowledge of Harm Reduction and Housing First philosophy
- Ability to successfully pass a background check
- Possession of a valid Iowa Driver's license.
- Communication and Interpersonal skills: develop and maintain effective relationships with others; relates well to people from varied backgrounds and different situations; is sensitive to cultural diversity, race, gender, disabilities, and other individual differences.

Education and Experience:

- Bachelor's Degree in Social Work, Psychology or related field **or**
- 4 years experience or more years of experience may be substituted for a degree with at least 1 year of experience working with people experiencing homelessness and mental illness/substance abuse.
- Experience working with one or more of the following: individuals experiencing homelessness, mental health related issues, substance abuse, domestic violence, HIV/AIDS related issues, and with those living in poverty.
- Experience working with clients with multiple barriers to employment/housing.
- Proven success in meeting and exceeding performance goals.
- Experience working in a team environment
- SOARS certified (Ability to obtain SOARS certification within 3 months of hire date.)
- HMIS certified (Ability to obtain HMIS certification within 3 months of hire date.)

Physical requirements and work environment:

- Ability to work well within a cross-functional team environment and diverse communities.
- While performing the duties of this job, the employee is regularly required to use hands and fingers, feel, talk and hear.
- The employee is frequently required to sit, stand and walk.
- Work will be performed either in an office environment or in the field.
- Must be willing to travel as needed to perform job requirements.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

Benefits:

Participation in company health insurance plans, long term disability, short term disability, life insurance, personnel time off and the opportunity to purchase dental and vision insurance

Central Iowa Shelter & Services is an Equal Opportunity employer. Personnel are chosen on the basis of ability without regard to race, color, religion, sex, national origin, disability, marital status or sexual orientation, in accordance with federal and state law.