

Central Iowa Shelter & Services Employment Opportunity

Position Title: Case Manager – Rolling Hills

Schedule: Monday – Friday; evenings and weekends as needed

Classification: Full - Time, non-exempt

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

Salary: \$16.00 - \$19.00 per hour | **Pay Level:** II

Reports to: Director of Housing

Travel Requirements: Travel within the community is required.

Note: Individuals with lived experience are encouraged to apply.

Position Overview:

This position is a direct service position that serves individuals and families who are experiencing homelessness throughout the Rolling Hills Region. These clients are unsheltered, living on the streets, in places not meant for human habitation, and identified as frequent users of emergency services such as shelter, or hotel stays. Case Managers work to link clients with mental health, physical health, and substance abuse services; collaborate with community partners; and help people to develop natural support systems. In addition, this individual will assist 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 workers; and affordable housing placement.

Duties and Responsibilities include:

- Explains the nature of programs, procedures and services. Help 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.
- Identifies strengths and needs and makes referrals to available community resources to meet those needs.
- Develop a case plan with clients and facilitates 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.
- Meets clients in the community on a regular basis.
- 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.
- Maintains records of pertinent program related information and compiles required data in reports. Prepares and submits reports following established timelines and procedures.
- Responds to inquiries, phone calls, and e-mail in a timely and responsive manner.
- 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.
- Attend company and community partner meetings as needed.
- Conduct Street Outreach
- Other duties as assigned.

Qualifications:

- Bachelor's degree in Social Work, Business Administration, Communications, or related field
- Exceptionally strong written and verbal communication skills
- Exceptionally strong presentation skills
- Strong attention to details, and the ability to manage multiple projects, establish workload priorities, and meet deadlines.
- Solid interpersonal skills along with ability
- Proficiency in Microsoft products including Excel, Word and Outlook
- Proficient with technology
- Reliable transportation, possession of a valid driver's license, and maintenance of automobile insurance coverage
- CISS reserves the right to require a motor vehicle record check with respect to any employee where driving is an essential function of the position.
- Ability to establish and maintain professional boundaries and execute confidential information.
- Ability to work independently as well as within a team setting. Able to work with minimum day-to-day supervision.

Physical requirements and work environment:

- 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.
- Ability to lift up to 40lbs.
- 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 accommodation may be made to enable individuals with disabilities to perform the essential functions of this position.

Benefits:

Full-Time employees have the ability to participate in company health insurance plans, long term disability, short term disability, life insurance, personnel time off and the opportunity to purchase dental, vision and supplemental 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.