

Willis Dady Emergency Shelter

Job Title: Shelter Case Manager

Immediate Supervisor: Shelter Services Director

Agency Overview: Since 1987, Willis Dady Homeless Services has been working to fulfill our mission of *empowering all experiencing homelessness to build futures of self-sufficiency through advocacy, housing, and employment*. Willis Dady offers robust and individualized services through 8 programs to individuals and households at experiencing homelessness in Linn County, Iowa. Willis Dady is committed to partnering across sectors/industries to provide the most innovative and comprehensive homeless services in our community.

Position Summary: The Shelter Case Manager is responsible for individual case management services including, but not limited to: assisting in the securing of permanent housing, resource referral, goal setting, advocacy, coordination of services, and networking for up to 35-single men at Willis Dady Emergency Shelter. The Shelter Case Manager also works to support and manage training and education operations; including coordinating with outside professionals and organizations, developing and providing trainings to all agency staff and clients, and providing classroom-style focus groups for all clients residing at all Willis Dady agency locations. We want someone who can think creatively about big picture solutions for how to improve learning and resource support in a homeless service setting. Sound judgment, collaborative style, ethical conduct and motivational interviewing or similar techniques are essential to success in this position. Travel and client transport are a core part of the position (travel will be reimbursed by Willis Dady and the case manager must supply their own vehicle). This is a part-time position of 29 hours per week. The Case Manager's schedule will be set based on program needs and will require hours on the weekends and/or evenings in lieu of a traditional Mon – Friday or Sunday-Thursday schedule.

The position is part time (29 hours per week) with an hourly rate of \$19.23 an hour. This position allows the ability to flex hours when needed, within the same work week. Willis Dady is also a federal student loan forgiveness qualifying agency.

To Apply

Please submit a resume, cover letter, and contact information for three professional references to Denine Rushing at denine@willisdady.org via mail at 1247 4th Ave. SE, Cedar Rapids IA 52403. Interested applicants may also call for more information at: 319-362-7555. Applications are now being accepted until the position is filled.

Requirements

The Shelter Case Manager must be self-driven and motivated to help households experiencing homelessness access resources, referrals, and housing stability. The Shelter Case Manager must believe in and promote the housing first model and trauma informed care. Previous experience working within homeless services and/or lived experience of homelessness is highly preferred.

Qualified candidates must have:

- Align with agency core values: Support, Stability, and Opportunity: Empowerment: Equity and Inclusion: Meet People Where They're At: Energy, Enthusiasm, and the Courage to Lead: Acting with Integrity: Community.
- High school diploma or equivalent with a minimum 2-years' experience working with individuals in crisis or vulnerable populations. Alternatively, 5 years' experience in lieu of a diploma.
- Ability to travel throughout Linn County, a valid driver's license, vehicle insurance, and access to a reliable vehicle daily. All work-related travel expenses will be reimbursed by Willis Dady.
- Must be able to make independent decisions about schedule, travel, client priorities, etc. daily. Must also be able to brainstorm and share information with Willis Dady case managers and administrative staff.

Don't meet every requirement? Studies have shown that women and people of color are less likely to apply to jobs unless they meet every qualification. Willis Dady is dedicated to building a diverse, inclusive, and authentic workplace. So, if you're excited about this role, we encourage you to apply anyways! You may be just the right candidate for this or other roles!

Principle Responsibilities/Duties

1. Assist Shelter Services team to meet shelter goals so at least 70% of clients exit shelter to permanent housing within 30 days.
 - a. Work with each client to establish and execute a housing stability plan within 48 hours of shelter entry.
 - b. Meet with each client a minimum of once per week to facilitate connections to resources such as employment, financial assistance, counseling, and education in order to support clients in obtaining and maintaining long-term housing.
 - c. Collaborate with other case managers to explore housing options and coordinate resources and referrals. Advocate for clients as needed to help establish housing and ongoing income.
 - d. Discuss employment and ongoing income with each client, to formulate action steps that can help clients obtain stable income and housing.
 - e. Assist Shelter Services team to research and implement best practices in a low barrier shelter model to best meet the needs of our clients.
2. Provide case management and links to community resources to ensure over 50% of clients maintain long-term housing stability after exit.
 - a. Develop and establish in-house services for all clients to utilize, including but not limited to mental health treatment, substance use treatment, and peer support.
 - b. Aid Willis Dady clients in need of SSI/SSDI through the SOAR Certification process.
 - c. Research and develop opportunities for mentorship and peer support through shelter-based focus groups. Implement a shelter focus group for all shelter clients to meet on a weekly basis with a rotating schedule of focus to include our Community Overflow Shelter and Day Center while in operation.
 - d. Develop curriculum to assist in educating clients on financial literacy, landlord/tenant rights, and any other educational materials to promote long-term housing. Once developed, schedule and host monthly training for Willis Dady clients.

Administrative Duties:

- a) Become ServicePoint certified within three months of employment. Accurately submit all data to the Data Compliance Specialist following the data entry guidelines determined by Willis Dady.
- b) Maintain a regular working schedule and notify direct supervisor of any schedule changes.
- c) Perform all agency administrative duties to Willis Dady standards.

Crisis Management and Teamwork

- a) Use sound judgement and initiative to respond to various crises as soon as they arise.
- b) De-escalate situations utilizing a trauma informed care approach.
- c) Work closely with all Willis Dady case management staff to share resources and ideas to serve clients most effectively. Attend and participate in agency meetings, including the monthly staff meeting and weekly case management meeting.
- d) Remain flexible. As a grant funded position, the goals may change over time. Be active in helping design and modify the position as needed. Help identify ways to align the position with the most urgent initiatives to make the greatest impact.

Note: It is the policy of Willis Dady Emergency Shelter to provide employment without regard to race, color, religion, national origin, sex, age, marital status, disability, sexual orientation, Vietnam era or disabled veteran status. All offers of employment are contingent on a negative report on the State of Iowa Criminal History Records Check and Sex Offender Registry. Willis Dady is an At Will Employer.