



Front Steps – Job Description

Job Title: Shelter Case Manager / Program Services Specialist

Department: Programs/Shelter Case Management

Reports to: Shelter Programs Manager

FLSA: Exempt (40 hours per week)

EEO Job Classification: Professional

Last Revised: August 12, 2015

Position Summary:

The primary duty of the Shelter Case Manager/Program Services Specialist is to assess the needs of the Austin Resource Center for the Homeless (ARCH) clients and assist them in receiving those services that will transition them from homeless to transitional or permanent housing. The Shelter Case Manager/Program Services Specialist regularly communicates with other homeless service providers, including mental health services, long-term case management, treatment, and job development programs to aid in the support and assistance of clients in accessing needed services. This position assists with the implementation of Front Steps client assistance programs, including providing information, completing intakes, ensuring delivery of service, and tracking outputs, outcomes and expenditures. The Shelter Case Manager/Program Services Specialist facilitates support and/or skills training groups. This position also works closely with other Day & Overnight Shelter staff to arrange shelter stays for clients participating in the Shelter Case Management & co-located agency programs. The Shelter Case Manager/Program Services Specialist is responsible for maintaining records on each client via internet-based client tracking systems, tracking client utilization of services, and evaluating performance outcomes.

Specific Duties, Functions, and Responsibilities:

- Identify homeless clients accessing services at ARCH to whom case management services can be provided.
- Utilizing clinical knowledge and skills conduct assessments of clients to determine needs (e.g. housing, education, treatment, etc.), personal needs, and barriers to accessing services.
- Maintain a caseload of at least 15 - 20 clients, as determined by the program's needs & under the supervision of the Shelter Programs Manager.
- Develop and monitor individual service plans with each client to meet basic needs to help restore and enhance social, psychological, and bio-psychological functioning. Service plans will focus on stability in the areas of income, self-care, & housing (with the general goal of housing stability).
- Provide support to clients in assessing appropriate services through communication with other community partners, service providers, and other relevant agencies.
- As appropriate, coordinate with mental health professionals in the determination of diagnosis and treatment of mental, emotional, and behavioral disorders.
- Coordinate with other agency departments to ensure clients' access to shelter, programs, and resources when applicable, including but not limited to groups, financial assistance, and available donations.
- Maintain complete and accurate records of all client contacts via client tracking systems and complete reporting requirements mandated by the City of Austin, Front Steps, and other regulatory agencies. Additionally, manage case data by entering client data in Homeless Management Information System (HMIS) Service Point web-based database in a timely manner.
- Provide supportive services in implementing ARCH Program services for clients, including: goods services (such as bus passes and clothing vouchers), shelter reservations, eligibility lists, & other administrative duties. Complete intake interviews as needed for applicants to the above programs. Verify all information, determine eligibility, make appropriate referrals, communicate

with staff at other agencies or businesses, and ensure delivery of service.

- Track and monitor client usage, statistics, and expenditures for all client assistance programs. Ensure that client usage data is documented regularly in various databases completely & accurately, as well as maintain complete & accurate records of financial assistance, goods, & services rendered to clients. Assist the Shelter Programs Manager and Program Director in preparing monthly and/or quarterly reports on client utilization, as required by the agency and its funders.
- Maintain night shelter reservation and other databases according to the program's needs, as determined by the Shelter Programs Manager.
- Communicate with clients, other service providers, & the community about the programs and services offered through Front Steps.
- Coordinate with appropriate agency departments to ensure clients' access to shelter, various programs, financial assistance, and donations.

Other General Duties, Functions, and Responsibilities:

- Develop and facilitate support, informational classes/sessions, life skills, and/or psycho-educational group activities designed to help clients explore and resolve self-care issues that may be impacting the clients' progress towards meeting their established goals.
- Obtain needed information and complete regular reports regarding client outputs and outcomes, track, meet and/or exceed all program performance measures, and assist with program evaluation as determined by the agency and funding sources for each program and service terms.
- Participate in inter-agency case management collaborations to share information, resources and problem-solve client challenges and barriers.
- Transport clients on an as-needed basis to medical, housing, and other appointments.
- Assist with other agency special projects as needed, including staffing special events and providing coverage for agency programs.
- Perform other duties as assigned.

Minimum Qualifications:

- Bachelor's degree in Social Work or related field. Professional experience in the field or closely related field may be considered in lieu of formal education.
- Knowledge of psychosocial theory, methods, and ethics.
- Previous or current professional experience providing case management services to homeless, formerly homeless, or closely related special needs populations.
- Ability to establish rapport, trust, and boundaries with clients.
- Ability to follow detailed instructions and work independently with minimum supervision.
- Strong organizational skills, with the ability to respond to deadlines in a timely manner.
- Strong computer skills, including word processing, spreadsheets, database usage, and internet.
- Reliable transportation and valid driver's license.

Preferred knowledge, skills, and abilities:

- Masters' degree in Social Work and/or LMSW.
- 2 years of professional experience working with the homeless or closely related special needs population in a case management capacity.
- Experience using a Homeless Management Information System (HMIS).
- Knowledge of local community resources.
- Bilingual (Spanish and English and/or ASL and English highly preferred).