**SUMMARY OF PRIMARY FUNCTION**

Under the direction of the Safe Haven Coordinator, the Case Manager serves as case worker and advocate for both current drop-in guests and clients who have transitioned into housing. The Case Manager is responsible for connecting guests to community services, including, among others, services having to do with housing, income, mental health, and substance abuse. The Case Manager’s objective is to reduce the Safe Haven waiting list by assisting drop-in guests in finding housing prior to being offered a shelter bed, and by helping formerly homeless clients maintain their housing.

**ESSENTIAL RESPONSIBILITIES/DUTIES**

1. Completes assessments of guest needs and goals. Creates case management plans that promote self-sufficiency, tailored to each client’s strengths and challenges.
2. Counsels guests on how to make use of the mental health, housing, and social services available in the community. Researches services available and refers guests to appropriate services. Communicates with other agencies regarding referrals.
3. Assists guests in filling out forms and applications for housing, employment, and other services.
4. Acts as liaison between clients and landlords or service agencies. Resolves problems/conflicts.
5. Works closely with housed clients on individual service plans (ISPs). Meets at least monthly with those clients to mark progress and determine short-term and long-term goals.
6. Inputs data and notes into Wisconsin ServicePoint (WISP), including entries, exits, goals, and points of measurement. Completes data entry in a timely manner.
7. Maintains thorough case notes on both drop-in guests and housed clients.
8. Attends weekly Safe Haven staff meetings and Porchlight case manager meetings. Reports on notable issues or progress with clients and offers insight during discussions with other staff.
9. Reads staff documents each shift, including logs and incident reports. Contributes as necessary.
10. Assists guests in resolving conflicts. Develops rapport with guests based on mutual respect and utilizing active listening skills.
11. Performs other duties and takes on other responsibilities as requested by the Coordinator.

**QUALIFICATIONS**

1. Bachelor’s degree in social work or closely-related field, or equivalent experience.
2. Experience working in a nonprofit social service agency.
3. Access to a reliable and insured vehicle. Ability to transport clients.
4. Genuine desire to work with a socially disadvantaged and multi-ethnic population, including the homeless and those with low incomes. Sincere respect for disadvantaged individuals.
5. Ability to motivate and obtain willing cooperation from others.
6. Team orientation with respect for others. High ethical standards.
7. Proficiency in Microsoft Word, Excel, and Outlook. Ability to adapt to new technology quickly.