

Partners for Peace
Formerly Spruce Run-Womancare Alliance
SHELTER CASE MANAGER

The staff operates by consensus in a collaborative manner. Each employee is assigned to a team which is led by a member of the Leadership Team. All staff strive to incorporate into their programs the input and experiences of people affected by domestic violence and abuse.

Purpose of position: The Shelter Case Manager has primary responsibility for the advocacy and case management services provided in the organization's shelter program.

Status: Exempt

Team: Residential Team

Location: Bangor

Specialized responsibilities of this position:

1. Collaborate with the Shelter Advocate, Housing Navigator, Residential Team Leader, and other shelter staff in developing and maintaining programming for shelter guests including case management, advocacy, and other support and referral services as outlined by Maine Housing's Emergency Shelter and Housing Assistance Program (ESHAP).
2. In collaboration with direct service advocates, coordinate the processing and safety planning for potential shelter guests, including shelter calls, assessments, intake meetings, and sheltering new guests.
3. Provide support to Housing Navigator and shelter guests as they work towards obtaining permanent housing.
4. Work directly in partnership with each shelter guest to assess needs, safety plan, and create goals identified by the shelter guest, to increase safety and independence after the guest leaves shelter.
5. Assist the Residential Team Leader in compiling data for reporting and information necessary for reconciling the shelter budget.
6. With the Shelter Advocate, coordinate and maintain the safety and comfort of the shelter by providing budgetary insight, co-facilitating house meetings, and assisting with overall upkeep of the shelter building.
7. Perform other duties as assigned.

Minimum qualifications for this position:

1. Basic requirements as listed in Responsibilities of All Staff.

2. Understanding of the impact of community systems and institutions on people affected by domestic violence.
3. Excellent written and oral communication skills.
4. Collaborative decision making skills.
5. Ability to work effectively with diverse populations.
6. Bachelor's degree in social services, psychology, or related field

Preferred qualifications for this position:

1. Experience working in a residential facility.
2. Experience providing case management services.
3. Working knowledge of MaineCare billing requirements.
4. At least one year's case management experience strongly preferred

Common responsibilities of all positions:

1. Deliver direct services to people affected by domestic abuse.
2. Deliver community education programs.
3. Participate in interagency networking and other activities as indicated by agency needs and individual job responsibilities, including but not limited to the Maine Coalition to End Domestic Violence.
4. Participate in organizational activities including staff meetings, committee meetings, in-service training, peer evaluations, and program planning.
5. Participate in recruitment, screening, training, and support of volunteers.
6. Report and/or compile statistics and units of service accurately and timely.
7. Participate in fiscal management of the organization and/or program.

Requirements common to all positions:

1. Successful completion of the organization's core direct service (hotline) training
2. Understanding of domestic violence and abuse
3. Understanding of and ability to maintain confidentiality
4. Willingness and ability to employ the self-help model of service delivery
5. Reliable transportation and required insurance
6. Willingness and ability to work flexible hours, including some nights and weekends
7. Capability to provide 24 hour confidential hotline coverage as scheduled
8. An understanding of requirements of funding for one's position and the organization in order to participate in meeting those requirements
9. Ability to work effectively as a member of a team and participate in consensus decision making
10. Effective written and oral communication skills
11. Basic computer skills
12. Comfort with diverse populations

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