

Job Title: Senior Case Manager, Emergency Shelter

Job Description:

CARITAS is seeking a dedicated and experienced individual to fill the Emergency Shelter Senior Case Manager role. This position will oversee the case management team, interns, and Shelter Peer Advocates, ensuring the smooth operation of our emergency shelter case management program. The primary duties will be providing guidance and education to a team of case managers, retaining and guiding interns, and developing the Shelter Peer Advocate Programs. The work will comprise comprehensive case management services to shelter participants, assisting them in obtaining vital documents, referring to employment options, and increasing the shelter's positive exits. You will collaborate with case managers to identify resources, increase positive exits from the shelter, and expand housing options for our participants.

Responsibilities:

- Oversee and guide a team of case managers, interns, and Shelter Peer Advocates.
- Collaborate with case managers to identify and access resources to meet the diverse needs of shelter participants.
- Provide training and mentorship to case managers, interns, and Shelter Peer Advocates to enhance their skills in supporting individuals experiencing homelessness.
- Work closely with the case management team to increase positive exits from the shelter and facilitate successful transitions to housing.
- Develop and maintain partnerships with community resources to expand housing options and supportive services for shelter participants.
- Assisting with searching for housing options for participants including; visiting apartments, meeting with landlords, and building a housing resource list
- Create relationships with colleges and partners to acquire interns and volunteers
- Create intern and volunteer opportunities within case management for the shelter
- Oversee the Shelter Peer Advocate program and make adjustments as needed
- Participate in Homeward Case Conferencing
- Lead internal case conferencing
- Lead the case managers and interns in assisting participants in obtaining vital documents, housing searches, job searching, resume writing, and interview preparation.
- Ensure information is recorded in HMIS accurately and on time. Ensure all case notes are documented in HMIS.
- Use trauma-informed care at all times and de-escalation training when needed
- Ability to work independently and with a team
- Work alongside the Shelter Program Manager to resolve issues in the shelter
- Assist in on-call rotations for Shelter Leadership
- Attends and participates in Shelter Leadership Meeting
- Ensure all reporting requirements are met for funding requirements
- Track participant interactions and progress while in the shelter
- Maintains participant's files according to the file locator

Qualifications:

- A minimum of 3 years of experience in case management, with at least one year specifically working with individuals experiencing homelessness.
- Proven experience in housing individuals and navigating housing resources effectively.
- Familiarity with homeless services in Richmond and other community resources.
- Housing Counselor Certification preferred, demonstrating proficiency in housing-related services and programs.
- Experience with real estate, the Fair Housing Act, Landlord-Tenant Act, and Americans with Disabilities Act a plus.
- Preferred Master of Social Work (MSW) degree, or equivalent education and experience in a related field.
- Strong interpersonal skills and the ability to work effectively with individuals from diverse backgrounds.
- Excellent organizational and time-management abilities, with a keen attention to detail.
- Ability to work independently as well as part of a collaborative team environment.
- Commitment to the mission and values of the organization, with a passion for serving individuals experiencing homelessness and promoting housing stability.
- Ability to use Microsoft Word and Excel, Google Docs; experience with data collection and reporting.
- Current CPR and Naloxone certification is required within 1 month of being hired.