Shelter Case Manager (Triage Worker)

Triage Department/Individual Shelter

Mission Statement:

Father Bill’s & MainSpring is committed to ending and preventing homelessness in Southern Massachusetts with programs that provide emergency and permanent housing and help people obtain skills, jobs, housing, and services. We help people who are struggling with homelessness or are at risk of homelessness to achieve self-sufficiency.

Father Bill’s & MainSpring is a growing and dynamic social service agency with particular expertise in emergency and permanent housing, job training and placement, and prevention services for individuals and families in need. Over the next five years, our strategic focus includes an increase in affordable, permanent supportive housing, a more efficient model of care for families experiencing homelessness, commitment to an enhanced delivery model to reduce the need for shelter, and improved community relations in order to achieve these goals. Our staff are thoughtful and caring individuals who share our passion for these ideals and creative approaches to helping people improve their lives.

We offer a generous benefits package and a comprehensive orientation and training program, as well as ample opportunities for advancement for qualified individuals who show a commitment to our Mission.

Position Summary:

This position of Shelter Case Manager (Triage Worker) supports guests in the emergency shelter with creating an exit strategy to achieve the best next-step housing. The Triage worker is responsible for creating Individual Service Plans (ISPs) with each guest in an effort to remove barriers to housing, employment, etc. The triage worker coordinates services with internal and external resources/providers to ensure access to all services to assist with obtaining sustainable housing as quickly as possible. Candidates will have excellent organizational and communication skills in order to manage a large caseload and administrative responsibilities. This is a full-time position requiring a Bachelor’s degree in a related field or equivalent work experience. The hours are 10:00am – 6:00pm, Monday – Friday.

Essential Responsibilities:

- Advocate on behalf of program participants in order to help them move forward out of homelessness.
- Complete thorough assessments in order to identify strengths, needs, barriers, and goals.
- Participate in the creation and/or implementation of program service plans.
- Coordinate and collaborate in any meetings necessary in support of program participants.
- Create and accept internal and external referrals for resources and services and maintain communication with providers.
- Collaborate with Support staff to mutually inform teams on current guest issues and needs.
- Assist shelter guests with housing applications and search and refer to Housing Specialist if appropriate.
- Collaborate with FBMS housing case managers to foster a smooth transition for guests moving out of shelter and into permanent housing.
- Support direct care staff as needed with operational tasks.
- Attend and participate in staff meetings and trainings as required.
- Responsible for collecting, maintaining, and reporting programmatic data including in the HMIS.
- Provide support to deescalate and facilitate crisis intervention.
- Demonstrate a high degree of confidentiality pertaining to case records and information.

**Skills & Competencies:**

- **Empathy:** An understanding and empathy for those dealing with homelessness and related issues.
- **Professionalism:** Maintains the highest level of professionalism in the delivery of services, building of relationships, collaboration with co-workers, and representation of Father Bill's & MainSpring within the organization and the community.
- **Communication:** Speaks appropriately in positive and/or negative conversations with supervisors, co-workers, volunteers, donors and constituents; Articulates the goals of Father Bill's & MainSpring.
- **Record-Keeping:** Routine clerical or record-keeping incidental to the essential responsibilities of the job (including, but not limited to, data entry and case file updates).
- **Job Knowledge:** Possesses the practical and technical knowledge required on the job.
- **Attendance:** Acceptable overall attendance record, consistently at work and on time.
- **Reliability:** Relied upon regarding task completion and follow-up. Follows instructions, responds to management direction and solicits feedback to improve performance.
- **Initiative:** Seeks out new assignments and is willing to be flexible with additional duties.
- **Adherence to Policy:** Follows safety and workplace expectations, regulations and processes as defined in the Employee Handbook.
- **Work Ethic:** Demonstrates a commitment to the Mission and adheres to the Operating Principles of Father Bill's & MainSpring and works as part of a team toward a common goal.

**Other:**

- **Safety & Security:** Actively promotes and personally observes safety and security procedures, and uses equipment and materials properly.
- **Travel:** Local travel may be required. Valid driver’s license and good driving record required.
- **Physical Demands:** The demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations under the Americans with Disabilities Act (ADA) may be made to enable individuals with disabilities to perform the essential functions.
  - Must be able to verbally convey detailed information or important instructions or ideas accurately or quickly. Must be able to hear average or normal conversations and receive ordinary information. Average visual acuity is necessary.

This job description is not designed to cover or contain a comprehensive list of activities, duties or responsibilities required of the employee. Other duties as assigned may be part of the job.

Father Bill’s & MainSpring is an equal opportunity employer.