

Job Title: Crisis Case Manager

Program of Position Classification: Exempt

Salary Range: \$70,000 - \$80,000 annually

Reports To: CEO

Date: November 25, 2024

Summary/Objective:

The Ash Nazg Shelter Hub utilizes/Crisis Case Managers to provide intake and assessment services for persons who are homeless or at imminent risk of homelessness. Enter persons into the Homeless Management Inventory System (HMIS) and maintain accurate data, entering changes to data within 12 hours of contact or assessment change. Utilize diversion based, trauma informed and housing first approach engagement. Lead monthly coordinated entry work group with city, county, state and federally funded and non-funded agencies with the purpose to work toward homelessness being rare, brief, and one time. You will play a critical role in ensuring the safety and well-being of our community members by answering calls, assessing needs, and dispatching appropriate resources.

Essential Functions:

- Question callers to determine their location, the nature of their problem, and the type of response needed.
- Determine response requirements and priorities based on established procedures.
- Record details of calls, dispatches, and messages.
- **Monitor various platforms to stay informed of developing situations related to Coordinated Entry systems.**
- Maintain access to and security of highly sensitive materials.
- Enter, update, and retrieve information from teletype networks and data systems related to shelter availability, safe parking locations, etc.
- Answer routine inquiries and refer calls as needed.
- **Complete training and pass tests for Coordinated Entry certification.**
- Manage uncooperative clients with patience and empathy.
- Maintain files related to calls and emergency shelter operations.
- Test and report communication system malfunctions.
- Monitor systems to detect shelter emergencies.
- Perform other assigned duties.

Competency:

- Excellent verbal and written communication skills
- Excellent observation and listening skills
- Patient demeanor with strong empathy and compassion
- Ability to manage difficult clients
- Proficient with smartphones, email, internet, web-based calendars, and various software programs (listed in detail under "Required Skills")

Work Environment:

- Primarily indoors, but may involve working outdoors in various weather conditions.
- Interaction with individuals who may have communication difficulties.
- Requires prolonged periods of standing, walking, sitting, and computer work.
- Ability to lift up to 25 pounds is necessary.

Position Type and Expected Hours of Work:

Full-time Salaried Exempt (minimum 40 hours per week) with self scheduling.

Travel:

Travel may be required to assist clients with Coordinated Entry Screening

Required Education and Experience:

- High School Diploma or GED
- Bachelor's Degree preferred

Preferred Education and Experience:

- Prior experience in social services or related field

Additional Eligibility Qualifications:

- Coordinated Entry Certification required
- One or more of the following languages: English, Spanish, Mandarin, Vietnamese, Portuguese

Affirmative Action Plan/Equal Employment Opportunity (AAP/EEO) Statement:

Family Promise of Pierce County is an equal opportunity employer and hires without regard to race, color, religion, etc. (see full statement for details).

Other Duties:

This job description is not exhaustive. Duties, responsibilities, and activities may change or new ones may be assigned at any time with or without notice.

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