



St. Francis Center (SFC), a ministry of the Episcopal Diocese of Colorado, was established in June 1983. SFC is a refuge for individuals who are homeless in the metro Denver area, providing shelter along with services that enable people to meet their basic needs for daily survival and to transition out of homelessness.

St. Francis Center's programs and services are tailored toward adults and focus on daytime shelter, social services, health and wellness, housing, employment, and outreach. At SFC, guests* have the opportunity to work with a variety of specialists, depending on their individual needs, which is often the first step toward transformation and ultimately self-sufficiency.

* SFC staff and volunteers refer to those we serve as "guests" because of our strong commitment to hospitality; welcoming everyone and treating each person with dignity and respect.

JOB POSTING – HOUSING CASE MANAGER 1

<p>POSITION TITLE: Housing Case Manager 1</p> <p>PRIMARY LOCATION: 2323 Curtis Street, Denver</p> <p>REPORTS TO: Director of Housing, Cornerstone and Senior Programs</p> <p>DATE: January, 2021</p>	<p><input type="checkbox"/> EXEMPT <input checked="" type="checkbox"/> NON-EXEMPT</p> <p><input checked="" type="checkbox"/> FULL-TIME <input type="checkbox"/> PART-TIME <input type="checkbox"/> ON-CALL</p> <p><input checked="" type="checkbox"/> PERMANENT <input type="checkbox"/> TEMPORARY</p>
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POSITION OVERVIEW

The Housing Case Manager 1 works closely with residents at the Cornerstone Residences as well as Senior program residents who live off-site. The Housing Case Manager acts as a Resident Activities Coordinator in addition to their Case Management responsibilities. The team provides comprehensive case management services to people who are transitioning out of homelessness.

PRIMARY RESPONSIBILITIES (Other duties may be assigned)

Resident Activities Coordinator

- Responsible for creating and implementing community building and activities program for Cornerstone and Senior Residents.
- Coordinates and schedules resident events including Comfort Food Café, in house community activities, nature and cultural trips and essential resource access trips including foodbank, laundry, and grocery.
- Drives 15 passenger minibus and transports residents to activities.
- Create a culture of warmth, trust, and resident accountability for appropriate behavior.

Case Management

- Provide case management to a small case load of residents in independent living apartments who have a history of trauma and live with chronic mental illness, chronic health conditions, physical disability and/or history of substance abuse.

- Duties include ongoing meetings with residents, securing and advocating for benefits and resources, providing transportation, problem solving, medication and money management and other services.
- Clerical and supportive activities for Case Management team, including filing and data base maintenance, benefit applications and other duties as assigned.
- Support the Day Shelter by serving in rotation with other housing case managers one Saturday or Sunday shift approximately every 2 months.

EDUCATION AND EXPERIENCE (MINIMUM REQUIREMENTS)

- BA or BS with 1 year experience assisting people living in poverty or who have experienced homelessness.
- Alternate degree with minimum 2 years' experience will be considered.

KNOWLEDGE AND SKILLS

- Ability to connect with groups of residents, engage them with one another, create, schedule, and implement activities programming and essential resource access for residents.
- Strong organizational ability and the capacity to set and hold positive behavioral expectations for residents.
- Willingness and ability to work with people from a variety of racial, cultural, social, and economic backgrounds with various lifestyles, sexual orientations, ages, genders and disability status including current, or past substance use and mental health challenges.
- Ability to establish supportive and effective relationships, by listening with care, treating residents with respect and dignity, and responding to each individual's unique needs, while maintaining clear professional boundaries and confidentiality.
- Understand the impact of trauma, chronic medical and mental health conditions, substance use and aging.
- Ability to collaborate and advocate to meet resident needs across many systems including medical, mental health, legal, educational, employment, public benefits and community service providers.
- Strong verbal and written communication skills and computer skills.
- Ability to develop and carry out appropriate individualized treatment plans under the supervision of case managers based on identified goals, and maintain timely, accurate resident records and departmental documentation.
- Mature, positive attitude, initiative, and ability to work independently under minimal supervision, and as part of team.
- Willingness and ability to learn housing case management, trauma informed care, Housing First, harm reduction and motivational interviewing
- Valid driver's license and ability to learn to drive minibus with training.

PHYSICAL/MENTAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch or crawl; talk, hear, taste or smell. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Ability to lift and/or move up to 30 pounds. Ability to drive the minibus or willingness to learn required.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- There will be a variety of people within the shelter and office at any time of varying personalities and backgrounds. Additionally, while the environment is generally peaceful, some individuals who enter the Day Center can exhibit erratic, unpredictable, and even at times violent behavior. All staff are trained in how to handle situations in a way that promotes the safety of other staff, volunteers, and guests.
- Will work with individuals in groups in variety of community settings, will see individuals in their homes 1 on 1 and in office. While generally peaceful this too carries the risk of unpredictable behavior.
- While performing the duties of this job the employee is regularly exposed to outdoor weather conditions.
- Other hazards may involve exposure to occasional loud noise, exposure to illness or unsanitary hygiene, and exposure to common household chemicals.

COMPENSATION AND BENEFITS

\$17.50 to \$19.50/hour

This is a full-time, non-exempt position, Monday through Friday, with occasional Saturday or Sunday shift.

The position is eligible for a robust benefits package including:

- Employer-paid health insurance with an HRA plan
- Employer-paid dental insurance
- Employer-paid life insurance after 1 year of employment
- Robust pension plan after 1 year (5% plus a dollar-for-dollar match of contributions up to 4% of earnings)
- Generous Employer-paid sick/vacation leave

TO APPLY

Qualified persons may apply by sending a cover letter, résumé, and three professional references to anne@sfcdenver.org. Résumés without a cover letter will not be considered. Invitations for interviews will be extended upon review of qualified candidates.

E-mail: anne@sfcdenver.org. On the e-mail subject line, please write "Housing Case Manager"

Individuals with criminal backgrounds are invited to apply. All SFC employees undergo a background check.

Saint Francis Center is an Equal Opportunity Employer.