



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 – SOCIAL SERVICES CASE MANAGER

POSITION TITLE: Social Services Case Manager

PRIMARY LOCATION: 2323 Curtis Street, Denver

REPORTS TO: Director of Social Services

DATE: May, 2021

EXEMPT NON-EXEMPT

FULL-TIME PART-TIME ON-CALL

PERMANENT TEMPORARY

POSITION OVERVIEW

This temporary case management position participates in walk-in resource navigation hours weekday mornings. Expectations include accurate and timely data entry and excellent guest service. The position employs a Trauma-Informed approach and strengths-based mindset with both co-workers and guests. Qualified candidates should have a flexible mindset and enthusiastically step up to support teammates when unexpected events happen.

PRIMARY RESPONSIBILITIES (Other duties may be assigned)

- Participates in walk-in resource navigation hours for guests Mon – Fri mornings including paging guests, assisting them in finding the resource or information they need, providing the services we are able to provide in-house and documenting guest interactions in the HMIS database system in a timely and accurate manner.
- Keeps up to date on services available in the community that could benefit SFC guests and shares new resource information with teammates
- Participates in clerical and other daily tasks required for office operations such as filing, sanitizing, etc.
- Attends required meetings such as dept. meetings, SFC monthly all staff meetings, etc.
- Uses up to date language and terminology and exhibits cultural competency with regard to the various populations that comprise SFC guests (people of color, members of the LGBTQ community, immigrants and/or undocumented persons, etc.)
- Participates in rotation of weekend shift with Core Services

EDUCATION

- 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, SKILLS, AND EXPERIENCE

- Strong organizational ability.
- 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 guests 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 guests 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, including MS Office, video chat programs (MS Teams, Zoom, etc.), instant messaging programs (Slack, MS Teams, etc.) and HMIS database.
- Mature, positive attitude, initiative, and ability to work independently under minimal supervision, and as part of team.
- Willingness and ability to learn case management, trauma informed care, and strength-based mindset.

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.
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COMPENSATION AND BENEFITS

\$17.00 to \$18.50/hour

This is a full-time, non-exempt position, Monday through Friday, with occasional Saturday or Sunday shift. The temporary employment period is anticipated thru December 31, 2021.

The position is eligible for a robust benefits package including:

- Employer-paid health insurance with an HRA plan
- Employer-paid dental insurance
- Generous Employer-paid vacation/paid sick leave
- Employee Assistance Program

TO APPLY

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

E-mail: chrissy@sfcdenver.org. On the e-mail subject line, please write "SS 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.