



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: July, 2021

EXEMPT NON-EXEMPT

FULL-TIME PART-TIME ON-CALL

PERMANENT TEMPORARY

POSITION OVERVIEW

The Social Services Case Manager at St. Francis Center (SFC) will work closely with Saint Francis Center guests who are elderly or who have a disability (i.e., Intellectual & Developmental Disability, Mental Health, Physical). The Social Services Case Manager will work individually with vulnerable clients to resolve homelessness through intensive case management and supportive services. This will require the Case Manager to support clients inside and outside of the shelter setting. This position reports to and receives regular supervision from the Director of Social Services and is housed at the Day Center.

PRIMARY RESPONSIBILITIES (Other duties may be assigned)

- Identify guests who require supportive case management to resolve homelessness.
- Work in partnership with SFC intake office and outreach teams to connect with individuals in need of intensive case management.
- Assess individual needs and strengths to determine best course of action to obtain housing; design service plan to reach housing goal utilizing person-centered approaches.
- Meet with client regularly (interval based on individual need).
- Coordinate continuity of care with providers, including but not limited to Medical, Mental Health, Community Centered Boards, Adult Protective Services, and Long Term Care.
- Connect clients to community-based services and benefits.
- Work with various agencies to secure housing, benefits, healthcare or any needed service(s).
- Accurately document all interactions and progress in HMIS.
- Establish and maintain effective working relationships with legal entities, mental health professionals and others.
- Provide case management to minimum of 70 individuals annually.
- Assist SFC guests in resource coordination during regular office hours.
- Participation in team and agency meetings and initiatives.
- Supporting Core services at the Day Center by filling for a maximum of 5 hours monthly.

EDUCATION

- Bachelor's degree in Social Work, Social Services, or equivalent credentials in a related field preferred or a minimum of 1.5 years of experience in a case management role.
- Two or more years of experience working with people in poverty or homelessness essential.

KNOWLEDGE, SKILLS, AND EXPERIENCE

- Uses evidence-based strategies with clients (Trauma Informed Care, Motivational Interviewing, etc.)
- Ability to listen with care, treat guests with respect and dignity, and respond to each individual's unique needs.
- Ability to understand and maintain professional boundaries.
- Exceptional knowledge of resources in Denver and surrounding counties for people who are homeless, seeking housing or alternative housing options.
- Keeps up to date on and connects clients to community based services and benefits.
- Basic computer competency, including use of Microsoft Office, HMIS, and basic accounting software.
- Demonstrated problem solving, conflict mediation, crisis management, customer service, interpersonal, and oral communication skills.
- Strong interviewing skills with the ability to draw out potential resource information.
- Experience in data collection and record keeping with attention to detail and accuracy.
- Basic knowledge of Housing First principles, Trauma Informed Practices, and motivational interviewing.
- Willing and able to work with people from a variety socioeconomic and cultural backgrounds including individuals with various and multiple disabilities.
- Ability to collaborate both within SFC and with other organizations in the community.
- Excellent organizational and time management skills.
- Reliable transportation, Colorado-mandated automobile insurance, valid Colorado Driver's License, and good driving record required.

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.

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.

- 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

\$17.00 to \$18.50/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 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.