



SAINT
FRANCIS
CENTER

St. Francis Center (SFC), a ministry of the Episcopal Diocese of Colorado, was established in June 1983. SFC is a refuge for men and women who are homeless in the metro Denver area. Our programs and services are tailored toward adult women and men, 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.

We are currently looking for a **Safe Outdoor Space Outreach Case Manager**. This is a Full-Time, non-exempt position eligible for an excellent benefit package as outlined below.

POSITION OVERVIEW

St. Francis Center seeks an **SOS Outreach Case Manager** to provide comprehensive outreach services to community members experiencing homelessness at the various Safe Outdoor Space (SOS) locations managed in partnership with Colorado Village Collaborative. Services will focus on stabilizing their living situation, mental and medical health, and work towards obtaining various benefits and much more. This staff member will be able to provide strengths based case management to individuals who are seeking permanent housing while problem solving potential barriers. They will also be able to complete relevant housing applications and program surveys with residents. This position will also work closely with Denver Street Outreach Collaborative outreach workers to help coordinate supportive services and housing placement for SOS residents. It might also include other duties as assigned.

Job Responsibilities:

- Work alongside members of the Denver Street Outreach Collaborative (DSOC) to provide face to face outreach services to individuals who are experiencing homelessness in an attempt to engage them in a non-threatening way, assist them in recognizing and defining their own service needs, inform them of available services and help them access services.
- Builds relationships with residents living at SOS sites and assists them with benefits obtainment, medical and mental health support, and obtainment of other resources needed to end their homelessness.
- Maintains professional level of confidentiality and respect in all aspects of client relationships.
- Works collaboratively with homeless service providers within Denver to provide optimum coordination, communication and continuity of services to persons who are homeless on the streets and within the shelter systems.
- Daily Resident Support in coordination with SOS Coordinator
- Helping Coordinators maintain accountability/complaints/compliance
- Building relationships with residents and connecting to outside resources
- Assist with meal preparation set up and break down when needed
- Assist Coordinators with conflict management and crisis response
- Assist with HMIS data reporting requirements and other metrics



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Requirements/Qualifications:

- Bachelor's degree in human services, social work, psychology, or related field preferred, or relevant work and life experience will also be considered.
- Two years' experience with homeless population, or two years in a related direct service field working with underserved populations. Also, a strong desire to remain working with this population for a period of time. Experience with adults desired.
- Experience, competence and sensitivity in working with persons who are homeless, especially those who have difficulty engaging in treatment, suffer from mental illness, substance addiction or are otherwise impaired.
- Skill in oral and written communication: organizing / tracking client data into various databases, and tracking job outcomes daily and monthly.
- Skill in negotiating and mediating, particularly in sensitive situations.
- Able to communicate effectively with a diverse population.
- Able to make sound decisions using available information while maintaining appropriate confidentiality.
- Able to function as a member of an interdisciplinary team and work with collaborating agencies.
- Able to manage tasks and activities in an environment that sometimes includes interpersonal conflict and chaos.
- Able to pass automobile insurance carrier's motor vehicle record investigation.
- Ability to maintain Colorado Driver's License in good standing.
- Fluency in Spanish is a plus but not required.

Compensation and Benefits:

\$19.00 - \$21.00/hour or DOE

This is a full-time, non-exempt position, Monday through Friday.

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

In accordance with the City of Denver's Public Health Order - New employees will be required to provide proof of vaccination **PRIOR** to their start date or obtain a Medical/Religious exemption **PRIOR** to date of hire.

How To Apply:



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Qualified persons may apply by sending a cover letter, résumé, and three references to Saint Francis Center at Applications@sfcdenver.org or lan@sfcdenver.org. Résumés without a cover letter will not be considered. Invitations for interviews will be extended upon review of qualified candidates until the position is filled.

St. Francis Center is an Equal Opportunity employer.

St. Francis Center (SFC) strives to create a more just, diverse, equitable, and inclusive society for our community members who experience homelessness and turn to us for refuge. This begins with how we serve our guests and residents as well as how staff, volunteers, and board members treat each other. SFC acknowledges that, as a community, we can always do better by learning from the past and by celebrating and including all voices. SFC commits to learning and growing as we consistently strive for a more equitable and inclusive society.