



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 an **Outreach Case Manager – SOLE**. This is a Full-Time, non-exempt position eligible for an excellent benefit package as outlined below.

POSITION OVERVIEW

The SOLE Outreach Case Manager position will work alongside the Street Outreach team at St. Francis Center (SFC), and more directly with the Strategic Outreach to Large Encampments (SOLE) team. The SOLE team is a five-person team (3 Outreach Workers, 1 Street Medicine Nurse, and 1 Outreach Case Manager) made up of staff from 3 partner agencies, dedicated to large camp engagement requests by the City. SOLE primarily engages in short-term service connection and basic needs distribution for individuals in large encampments. The SOLE Outreach Case Manager supports this work by providing longer term case management and intensive housing and services navigation to individuals engaged in these encampment spaces. This team is an extension of the larger Denver Street Outreach Collaborative (DSOC).

Job Responsibilities:

- Engage and develop rapport with our unsheltered community members with the goal of entering into a case management relationship that can help invite the person into services, utilizing trauma informed practices, motivational interviewing and person-centered methods.
- Assist community members with access to community referrals and other resources available in the moment with the ultimate goal of obtaining a stable and safe living situation.
- Helping guests acquire transportation, and, as necessary, accompanying guests, to appointments for medical, behavioral health, benefits, or other necessary services.
- Assistance with the greater SFC Outreach team as needed to engage members of the community experiencing homelessness.
- Liaise and coordinate supportive services within SFC and from other organizations who are part of the SOLE team to assist guests with services during daytime hours and being able to coordinate overnight services with other providers as necessary.
- If relevant, leverage peer navigation experience with other community peer navigator programs to help build and expand one's skill set and to improve this model of service.
- As part of an agency whose mission is to serve those experiencing homelessness during the daytime hours, assist in helping support day center operations in certain circumstances and participate in other required agency meetings and ongoing trainings.
- As an extension of DSOC, which coordinates supportive services and housing placement for persons experiencing homelessness, regular coordination and participation in DSOC meetings, trainings, and activities will be expected.



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Requirements/Qualifications:

- Preferred: BA in Human Services, Social Work, Psychology or Related Field and 1-2 years' experience working with adults experiencing homelessness or underserved populations
- Preferred: Lived experience with homelessness and/or with behavioral health (MH and/or substances) challenges, with demonstrated housing stability of at least two years or more.
- Preferred: Previous peer mentoring experience with persons experiencing homelessness and/or behavioral health challenges.
- Preferred: Valid Driver's License and willingness/ability to drive as part of work duties.
- Ability to manage conflict, mitigate/respond to stressful situations and engage traumatic stories.
- Understanding of and experience with addressing the impact of trauma, chronic medical conditions, behavioral health challenges and physical disabilities.
- Ability to understand and maintain professional boundaries and client confidentiality.
- Ability to listen with care, treat guests with respect and dignity, and respond to each individual's unique needs.
- Willingness to participate in SFC agency responsibilities and other trainings.
- Willingness and ability to work with people from a variety of racial, cultural, social, and economic backgrounds with various lifestyles, sexual orientations, and of all ages and genders.

Compensation and Benefits:

\$18.85 - \$21.85/hour or DOE

This is a full-time, non-exempt position, Monday through Friday, 8am-4pm.

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

How To Apply:

Qualified persons may apply by sending a cover letter, résumé, and three references to Saint Francis Center at Applications@sfcdenver.org or elisabeth@sfcdenver.org. Cover letters should address your interest in this specific position, how it all fits with your career goals, and identifies any relevant life experience if applicable. **Résumés without a cover letter will not be considered.**



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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.