



MASH Case Manager Job Description

- ***TO APPLY FOR THIS POSITION:*** Applicants should send a resume and cover letter by email to mash@mashshelter.org no later than **December 30, 2009**.

About MASH

The Mystic Area Shelter and Hospitality, Inc. (MASH) mission is “Ending Family Homelessness, One Family at a Time.” We assist at-risk and homeless families by providing emergency shelter, as needed, and by helping these families to secure and maintain stable, permanent housing. We seek to impart hope and to respect the dignity of the families we serve.

Job Title

Case Manager

Job Description

The Case Manager is responsible for client assessment, intake, and case management for homeless and at-risk families seeking emergency shelter or homelessness prevention or rapid re-housing services.

Responsibilities

- Complete new client assessments to determine eligibility for shelter, prevention, or rapid re-housing services.
- Assist clients in developing individual family plans to move toward self sufficiency and to retain/secure permanent housing.
- Provide assistance for clients in: family budgeting, employment search, arranging child care, locating permanent housing, managing medical issues, and addressing transportation and other needs.
- Advocate for clients with other service providers, including state and town agencies and other non-profits; provide referrals to appropriate other service providers as needed.
- Maintain current knowledge of and good working relationships with other service providers with whom MASH collaborates. Attend inter agency meetings as required.
- Complete all required documentation and case notes and maintain all MASH case files.
- Coordinate discharge planning process to ensure necessary support and services are in place.
- Track client outcomes over time.
- Attend staff meetings and in-service trainings as required.

- Provide regular status reports to the Executive Director.
- Other duties as assigned by Executive Director.

Qualifications

Personal

- Demonstrate dependability, maturity and initiative, excellent interpersonal skills.
- Able to handle crisis situations with a minimum of supervision.
- Able to maintain program/client/agency confidentiality and treat each individual with dignity and respect, and to set and observe personal limits and boundaries, especially with respect to clients.
- Ability to accept supervision and work with MASH staff and community social service providers cooperatively.

Professional

- Four-year college degree is required, preferably with major in psychology, social work, or a related field.
- Facility with Microsoft office applications (including Outlook, Excel, and PowerPoint) is required.
- Knowledge of/facility with Homelessness Management Information System (HMIS) and similar social services software is a plus.
- Ability to write clear, accurate case notes and complete other required case documentation thoroughly and accurately.
- A minimum of three years work experience in the social services field is required

Working Conditions and Requirements for Work

- Work is normally performed from MASH office, shelter locations, or human services offices.
- Some physical work is required, including lifting, bending, climbing stairs, carrying up to 35 pounds.
- Must have car and valid driver's license and be willing to travel locally as required during work hours.
- Some work duties will require availability outside of normal work hours, including evenings or weekends.

Salary and Benefits

- Part-time position – 30 hours per week, 5 days per week
- Salary range: \$14-\$16 per hour, depending on candidate work experience, skill set, and education level
- Benefits include some paid vacation, holidays, and sick days
- No employer-provided health insurance offered

Evaluation Process: Evaluation of performance by Executive Director on an annual basis.