



Shelter Case Manager (Triage Worker)

Triage Department/Individual Shelter

**Mission Statement:**

*Father Bill's & MainSpring is committed to ending and preventing homelessness in Southern Massachusetts with programs that provide emergency and permanent housing and help people obtain skills, jobs, housing, and services. We help people who are struggling with homelessness or are at risk of homelessness to achieve self-sufficiency.*

Father Bill's & MainSpring is a growing and dynamic social service agency with particular expertise in emergency and permanent housing, job training and placement, and prevention services for individuals and families in need. Over the next five years, our strategic focus includes an increase in affordable, permanent supportive housing, a more efficient model of care for families experiencing homelessness, commitment to an enhanced delivery model to reduce the need for shelter, and improved community relations in order to achieve these goals. Our staff are thoughtful and caring individuals who share our passion for these ideals and creative approaches to helping people improve their lives. We offer a generous benefits package and a comprehensive orientation and training program, as well as ample opportunities for advancement for qualified individuals who show a commitment to our Mission.

**Position Summary:**

This position of Shelter Case Manager (Triage Worker, internal job title) supports guests in the emergency shelter with creating an exit strategy to achieve the best next-step housing. FBMS is looking for a dynamic individual and skilled clinician. This position has two goals as a priority focus: diverting people from entering shelter, and assisting to rapidly re-house those who do. This position will be part of a larger Triage Team, focusing on assessment and planning, as well as collaborating with peers on case coordination. The Triage Worker will also educate community providers about services available in the shelter and appropriate/inappropriate referrals. Key characteristics of this professional individual include: compassionate listener who helps guests to feel safe in opening up about their situation; able to conduct clinical assessments and coordinate planning with Triage Team; strong problem solver and critical thinker; able to combine respectful and assertive approach in helping guests seeking shelter to pursue alternative plans whenever possible; and effective advocate with external supports/organizations. This is a full-time position. Typical schedule is Monday-Friday 10am-6pm, but hours can be flexible based on job and staff needs. Master's degree in social work or related field preferred and/or 2+ years direct care experience in related field.

**Essential Responsibilities:**

- Advocate on behalf of program participants in order to help them move forward out of homelessness.
- Work, as part of the team with, support staff, and guests to assess and redirect as many people as appropriate to alternative options rather than shelter (diversion) and to develop appropriate exit plans for those guests currently in shelter.

- Complete intake and assessment process in order to identify guest's strengths, needs, barriers, and goals in order to achieve shelter diversion or rapid and appropriate shelter exit.
- Complete thorough assessments in order to identify strengths, needs, barriers, and goals.
- Participate in the creation and/or implementation of program service plans.
- Work with outside providers to educate community about shelter services and appropriate/inappropriate referrals and to encourage phone referrals and scheduling of intake appointments.
- Create and accept internal and external referrals for resources and services and maintain communication with providers.
- Collaborate with Support staff to mutually inform teams on current guest issues and needs.
- Assist shelter guests with housing applications and search and refer to Housing Specialist if appropriate.
- Collaborate with FBMS housing case managers to foster a smooth transition for guests moving out of shelter and into permanent housing.
- Provide support, crisis intervention, mediation and service coordination.
- Attend and participate in staff meetings and trainings as required.
- Collect and maintain data-based statistical information; Maintain accurate case records and submit written service outcome reports as needed.
- Provide support to deescalate and facilitate crisis intervention.
- Demonstrate a high degree of confidentiality pertaining to case records and information.

#### Skills & Competencies:

- Empathy: An understanding and empathy for those dealing with homelessness and related issues.
- Professionalism: Maintains the highest level of professionalism in the delivery of services, building of relationships, collaboration with co-workers, and representation of Father Bill's & MainSpring within the organization and the community.
- Communication: Speaks appropriately in positive and/or negative conversations with supervisors, co-workers, volunteers, donors and constituents; Articulates the goals of Father Bill's & MainSpring.
- Record-Keeping: Routine clerical or record-keeping incidental to the essential responsibilities of the job (including, but not limited to, data entry and case file updates).
- Job Knowledge: Possesses the practical and technical knowledge required on the job.
- Attendance: Acceptable overall attendance record, consistently at work and on time.
- Reliability: Relied upon regarding task completion and follow-up. Follows instructions, responds to management direction and solicits feedback to improve performance.
- Initiative: Seeks out new assignments and is willing to be flexible with additional duties.
- Adherence to Policy: Follows safety and workplace expectations, regulations and processes as defined in the Employee Handbook.
- Work Ethic: Demonstrates a commitment to the Mission and adheres to the Operating Principles of Father Bill's & MainSpring and works as part of a team toward a common goal.

**Other:**

- Safety & Security: Actively promotes and personally observes safety and security procedures, and uses equipment and materials properly.
- Travel: Local travel may be required. Valid driver's license and good driving record required.
- Physical Demands: *The demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations under the Americans with Disabilities Act (ADA) may be made to enable individuals with disabilities to perform the essential functions.*
  - Must be able to verbally convey detailed information or important instructions or ideas accurately or quickly. Must be able to hear average or normal conversations and receive ordinary information. Average visual acuity is necessary.

This job description is not designed to cover or contain a comprehensive list of activities, duties or responsibilities required of the employee. Other duties as assigned may be part of the job.

Father Bill's & MainSpring is an equal opportunity employer.