

Rapid Re-Housing Case Manager Position Description

General Information

Matt Talbot Kitchen & Outreach (MTKO), a faith based hunger relief and outreach program serving the working poor and homeless shall employ a Housing Case Manager. The Case Manager will be required to report to the Director of Housing and Outreach Programs.

General Functions

The Case Manager is responsible for providing outreach to homeless individuals at Matt Talbot and case managing individuals/families served through the Rapid Rehousing Program with a broad perspective of services including comprehensive case management and incorporating a Housing First philosophy. The Case Manager must recognize the multiple and serious needs of persons who are homeless, the various subgroups with the homeless population, and the need for multiple and holistic interventions.

Qualifications

The Case Manager shall have a bachelor's degree in a human service related field. Three years of work experience in the field of poverty, homelessness, domestic violence, mental health and/or substance use is preferred. Personal life and work experience may be substituted for education.

Essential Qualifications and Responsibilities

- A genuine interest in and concern for the working poor and persons who are homeless in our community.
- Be knowledgeable of street culture and comfort in engaging and building rapport with persons who are homeless.
- Provide outreach to clients of Matt Talbot which includes but is not limited to case management, crisis intervention, information, referral, accessing basic and emergency needs, advocacy, encouragement and compassion.
- The ability to maintain a flexible work schedule and participate in a team environment and team building activities.
- The ability to work with other professionals in the community in an advocacy role on behalf of Matt Talbot Kitchen & Outreach clients and guests.
- Maintain professional boundaries in the provision of service
- Excellent organizational skills
- Excellent knowledge of community resources
- The ability to communicate effectively, both verbally and in writing with diverse audiences.
- In cooperation with staff team assume responsibility for creating a safe, supportive and positive environment of hospitality and empowerment.

- Assist with outreach and referral as needed with priority given to case management.
- Respond appropriately to crisis situations, and work in cooperation with staff team to develop and implement safety measures and procedures for reporting and on-going documentation.
- Skill in the use of personal computers and related software applications, knowledge of Clarity/HMIS is preferred. Additional training will be provided.
- Maintain confidential, updated, and accurate statistics and goal plans for individual clients.
- Attendance at Community Meetings.
- Attendance at Team Meetings
- Assistance with daily operations such as weekend on call coverage
- Help to facilitate RentWise classes.
- Performs other related tasks or duties in cooperation with staff team to ensure the efficient and compassionate operations of MTKO.
- Adheres to all policies and procedures of Matt Talbot Kitchen & Outreach.

A valid Nebraska Driver's License and proof of insurance is required.

Affirming Diversity/Culture:

- Incorporate awareness and inclusion of the gender, cultural, racial, social, sexual orientation and economic context of the persons seeking services.
- Conduct work with clients and staff that is fair and equitable and incorporates best practice standards concerning difference and inclusion.
- Seek consultation, training and feedback from colleagues in order to advance skills in providing culturally competent and inclusive services.
- Provide development opportunities for staff to advance knowledge and skill in cultural competence, diversity and inclusion.

Physical Requirements

- Verbal communication skills satisfactory to give feedback, teach skills, prepare reports, converse on the telephone and in-group settings.
- Written communication skills necessary to maintain and update agency and client records

The list of essential functions is not exhaustive and may be supplemented as necessary.

Approved: June 4, 2020

Revised December 2, 2021

Susanne Blue, Executive Director