



Job Description

JOB TITLE: Case Manager **REVISION DATE:** 1/17/23
REPORTS TO: Director of Housing & Shelter Services
STATUS: Exempt: _____ Non-Exempt: X
SCHEDULE: Monday – Friday; schedule varies based on client need; minimum 3 evenings each week between 7-9pm; **15 hours/week total**
SALARY: \$25.50 – 28.00 DOE

JOB SUMMARY

The Case Manager strives to fulfil the mission of Operation Nightwatch – with an emphasis on fairness, honesty, dignity and respect. This is achieved by providing individual support and referrals for a diverse group of adults experiencing homelessness. The Case Manager is available in the evenings to work with clients that access the dispatch center or are in the ONW overnight shelter. The Case Manager is part of a collection of services available in the evenings to meet the needs of homeless clients.

JOB FUNCTIONS

Case Management in Dispatch (95%)

- Identify clients, who use dispatch for a meal or shelter, who are not connected to other local support services
- Engage and develop rapport with identified clients to assess their self-identified needs for stability with an emphasis on housing options
- Assist clients in identifying and accessing community resources and planning for permanent housing
- Develop and maintain relationship with other agencies to facilitate referrals to appropriate community resources
- Assist clients with follow up to ensure access to needed resources
- Accompany clients to appointments when feasible
- Track identified metrics and report monthly to the Executive team

Organizational (5%)

- Assist as a team member with other community needs and responses during the evening service hours
- Perform other related duties as required

ESSENTIAL QUALIFICATIONS:

- **Experience:** Minimum 1-year experience with homeless adults, either volunteer or paid; Experience working with individuals who have experienced trauma, mental health and/or substance use
- **Technical skills:** Ability to use Microsoft Suite of programs specifically Excel; Proficient with internet searching and ability to connect clients with needed resources
- **Faith:** Holds a mature, personal Christian faith, consistent with the Nightwatch inter-denominational Christian purpose
- **Other Qualifications:** Ability to work collaboratively in a chaotic environment

WORK ENVIRONMENT:

Operation Nightwatch Dispatch Center can be a busy, noisy and chaotic environment with 100+ people nightly seeking food and services. The environment is fast paced with staff and volunteers working side-by-

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side. Clients can be aggressive, hostile, and communicate their needs in ways that are offensive and/or hurtful towards others.

ORGANIZATIONAL BENEFITS:

- **Paid Time Off:** Annually 9 paid holidays, 80 hours vacation, 96 hours sick leave – **prorated based on hours worked**

This Job Description reflects Operation Nightwatch’s best effort to describe the essential functions and essential qualifications of the job described. It is not an exhaustive statement of all the duties, responsibilities or qualifications of the job. This document is not intended to exclude an opportunity for modifications consistent with providing reasonable accommodation. This is not intended to be a contract. Duties, responsibilities and activities may change or new ones may be assigned at any time with or without notice. Your signature indicates you have read this Job Description and understand the essential functions and essential qualifications of the job.

Employee Review: _____

Date: _____

Supervisor Review: _____

Date: _____