

Welcome Center Case Manager

Position: Full Time / Salary/ Non-Exempt

Reports To: Supportive Services Coordinator

SUMMARY:

This position is primarily responsible for the provision of services in the agency Welcome Center which serves as the agency's first contact to initiate and access services. The employee will provide intake, assessment and care planning for new clients; short-term, problem solving and/or brief intervention case management for existing clients as well as simple assistance with veteran client's access and use of agency and community services and resources.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Welcome Center Desk:

1. Provide scheduled, non-scheduled and phone customers information about agency such as location and services provided.
2. Greet persons entering establishment, determine nature and purpose of visit and direct or escort them to specific destinations.
3. Monitor use of space in front of building, waiting area and physical access to office space and as necessary, intervenes to ensure orderly, safe and secure use of facility.
4. Assist staff with compilation social services directory.
5. Assist clients with mail, clothing, thrift store voucher, and nutrition and hygiene items.
6. Enter individual client services rendered by Welcome Center staff into the client data base.

Case Management:

1. Complete a full range of social work/ case management activities with homeless and housing vulnerable veterans and their families: Intake and Assessment, Care Planning (develop, monitor, update and revise), Referral, Liaison/Brokering, Education and Advocacy.
2. Through direct linkage, advocacy, education, and support, implement and update an initial Case Management Plan.
3. Coordinate with the client access and use of agency and community direct financial assistance resources to include rent/utility deposits, rent, utility and other relevant housing expenses.
4. Assist in the process of securing and maintaining needed program(s) eligibility documentation.
5. Maintain needed documentation of services rendered to include: contacts, units, progress notes, assessments, care plans and outcomes.
6. Participate with team to identify, develop and implement best practices for services.
7. Maintain work consistent with Department/Team Quality Assurance Standards.

Clerical:

1. Enter individual client services rendered by Welcome Center staff into the client database
2. Maintain inventory of department supplies.

General Duties

1. Adhere to Agency and Department policies and procedures

2. Participate in Agency and Department meetings and events, collection of data/information, and Quality Improvement Monitoring and Review.
3. Perform other duties as designated by supervisor or agency

ATTENDANCE:

Must be punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks; where applicable.

COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies:

Intellectual

- Analytical - Uses intuition and experience to complement data.
- Design - Demonstrates attention to detail.
- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations.
- Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills.

Interpersonal

- Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Responds to requests for service and assistance; Meets commitments.

Organization

- Cost Consciousness - Works within approved budget.
- Business Necessity – The needs of the employer may be dependent on responding to and anticipating rapidly changing external and internal demands in all aspects of how business is conducted. This may include, but is not limited to, organization structure, finances, goals, personnel, work processes, technology, and customer demands. Therefore, it may become necessary to make modifications to how business is conducted and work is accomplished, with minimal or no advance notice to employees. Accordingly the employee must be capable of adapting, with minimal or no advance notice, to changes in how business is conducted and work is accomplished, with no diminishment in work performance.
- Safety and Security –All employees are responsible for observing safety and security procedures as applicable and reporting potentially unsafe conditions to management.

SUPERVISORY RESPONSIBILITIES:

This job has no supervisory responsibilities.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE:

BSW or Bachelor Degree in human services and/or one or more years of experience in case management, community services. MSW / MA human services and one or more years' experience in clinical role, preferred.

LANGUAGE SKILLS:

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

COMPUTER SKILLS:

To perform this job successfully, an individual should have knowledge of: Database Software (Access); Internet Software; Spreadsheet Software (Excel); and Word Processing Software (Word) and Electronic Mail Software (Outlook).

OTHER SKILL, ABILITIES, AND QUALIFICATIONS:

- Veteran, preferred.
- Comprehensive knowledge of or experience in the Middle Tennessee region's veteran, community (especially homeless), housing, employment services and resources.
- Comprehensive knowledge of or experience in health, mental health and substance abuse services and resources.
- Excellent customer service skills: energetic, outgoing, engaging and personable.
- Excellent multi-tasking and time management skills.
- Compassionate, energetic and team focused.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand and walk.

The employee must occasionally lift and /or move more than 10 pounds.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

(Mail) HR/Murrie, Operation Stand Down Tennessee, 1125 12th Avenue South, Nashville, Tennessee 37203 or (e-mail) jobs@osdtm.org, Word / PDF-only documents may be e-mailed, please include **Welcome Center, Resource Specialist**. Keeping position in the subject line. No phone calls accepted