

Open House Ministries

We are a faith-based community organization, helping homeless families by providing shelter and intervention through Christ-centered, life-changing programs.

We envision a community where GOD's love and grace have restored lives and ended homelessness.

POSITION TITLE: CASE MANAGER
Full-Time (40 hours per week)

REPORTS TO: LEAD CASE MANAGER

Position Summary:

Open House Ministries is seeking a Case Manager to join the Case Management Team at the family homeless shelter based in Vancouver, WA. This is an opportunity to become part of a dedicated team in an established nonprofit organization experiencing growth and change. The Case Manager works to help families successfully transition into and through the Open House program. The Case Manager meets weekly with residents, coaching them towards their goals, holding them accountable for compliance to our program, praying for them, and throughout, modeling the love of Christ.

The Case Manager builds on resident's skills and strengths, gives feedback and counsel, all the while building awareness of areas that need further development. With a target of staying here less than one year, we approach the time here as "*a week at a time, as long as it takes.*" Once the Case Management team deems the resident ready for graduation or their time in shelter is completed, they are referred to transitional housing or another suitable prearranged housing option.

Position Responsibilities:

1. Meet weekly with residents each week for counseling, problem-solving and coaching towards self-sufficiency. There are times that the Case Manager gives the resident more direction and support, walking closely with them through the initial steps towards their goals; all done with a spirit of love, oneness and advocacy.
2. Take opportunities to show the love of Christ by walking alongside the residents. Praying with and for the residents, we trust that GOD is active in the time at Open House, and in the processes of life change. Importantly, our staff and residents are all "One" in Community and within the Body of Christ; we are not segregated nor separated from them, but "alongside" them in a unique caring role in the Church.

3. Mediate and facilitate conflict resolution between the residents and others, with an aim towards reconciliation (2 Corinthians 5:18). Model mutual respect in all relationships, knowing that each person is intrinsically worthy of honor as one of GOD's created beings. God is the agent of change and we can depend on Him through prayerfulness and faithful living. (Phil. 2:1-11).
4. Maintain current and accurate client files and notes. Maintain confidentiality of files, family dynamics and details, including case specifics. Establish and maintain trustworthiness in knowing intimate details of lives here, as is fitting for a caring relationship with residents. Do not engage in conversations about residents, unless it is in an appropriate and closed setting.
5. Be an example to the residents. Recognize that the residents' change happens through a network of people; and this gathering is really "the Church" – therefore, treat others as you would brothers and sisters in Christ. Encourage the residents in their relationship with Christ. Lead by example in your own church and assist them to find a local church and help hold them accountable to attend weekly.
6. Early on, identify and address the barriers that prevent residents from stable, affordable housing. Refer residents who are ready for transitional housing; Pinewood, Council for the Homeless, Vancouver Housing Authority, etc..
7. Gather housing information, coordinating the best support network for the residents. Be on the lookout for ways to access resources for our residents.
8. Determine the CMAP (Case Management Action Plan) for each resident. Hold residents accountable to their CMAP. Follow through on corrective measures if the family is not meeting expectations. Assign job coaching / readiness opportunities at the Thrift Stores / Bike Shop as appropriate.
9. Attend the weekly meeting with other Case Managers, Mental Health clinicians, Chaplain and Open House Leadership Team, as assigned by the Executive Director. Attend all staff meetings as requested, including All-Staff meeting (monthly), and Case Management team meetings, and also as needed in crisis situations.
10. Coordinate the administration of Urine Analyses Drug Screens to residents. Escalate screens which need to go to State Lab for more thorough testing. Complete all processing, including Team communication about drug screen results. Maintain the necessary drug monitoring to ensure a clean and sober house, 100% of the time.
11. Encourage and motivate clients to fulfill their goals and maintain accountability. Continually set and reevaluate client goals. Communicate family status to your Case Management Team routinely. Seek counsel and input on your difficult family cases.

12. Support and enforce the Disciplinary Policy for our residents, using Verbal Warning / Written Warning / Final Written Warning as disciplinary interventions. Support and enforce the Zero Tolerance Policy for drug and alcohol use.

13. Contribute to the Teaching Team for CMAP classes and participate in Chapel.

14. Administer a 1 ½ to 2 hour intake with the new family. Inform other staff members of the new family entering Open House Ministries.

Position Qualifications

- Staff should possess a personal relationship with God through faith in Jesus Christ for salvation. Staff should live a moral lifestyle that supports an active relationship with Jesus.
- Candidate should possess a teachable and coachable spirit, and a set of excellent interpersonal skills.
- Applicant should possess at least two (2) years social work, applicable ministry or a related experience working with an at-risk population.
- College or graduate work in an applicable field is desirable, but not mandatory for this position.
- Have strong oral, written and interpersonal communication skills, ability to effectively communicate information, and ability to analyze/problem solve.
- Possess an understanding of homeless families, their needs, and have the ability to work with them to build action plans for their future.
- Possess an ability to teach and model a Biblical world-view as part of our program.
- Recognize and demonstrate respect for all people of all cultures and religions.

To apply, please send resume, cover letter and references via email to careers@sheltered.org or mail to

**Chaplaincy Office
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