



UPPER VALLEY HAVEN

Family Shelter Case Manager

Reports to: Director of Shelter Services

Purpose: Guide guests through the process of identifying strengths and vulnerabilities in their life situation; support them in designing a plan of services, and assist them in connecting with community resources so as to successfully address needs as rapidly as possible.

Job Functions

- Establishes positive, supportive relationships with visitors or guests
- Assesses visitor or guest needs in core domain areas
- Identifies and emphasizes the strengths of visitors or guests
- Facilitates establishment of realistic goals
- Connects visitors or guests to resources that support goal attainment
- Provides support and service coordination for visitors or guests
- Creates clear, concise, objective notes
- Monitors and supports visitors or guests in process of work toward goals
- Uses agency Choices model as a framework for accountability with visitors or guests

Performance Expectation

- Communicates, collaborates and works effectively with visitors, guests, volunteers, other staff, community colleagues
- Has and uses knowledge of various resources in the local community and statewide
- Participates in supervision and staff meetings
- Abides by all policies and protocols of the Upper Valley Haven
- Supports the mission and values of the Upper Valley Haven

Qualifications

- Undergraduate degree with additional human services experience or more advanced degree in a human services domain
- Works well independently yet knows how to seek and use help or support
- Interacts effectively with a diverse population
- Possesses excellent time management skills
- Has flexibility and adapts easily to constantly changing circumstances
- Functions well in a crisis situation

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