



CASE MANAGER – NAVIGATOR for Champlain Inn Homeless Shelter

Your focus as a Case Manager while working with each guest is to understand their story, identify barriers, and set shared goals. You will serve on the Champlain Inn staff team along with Shelter Staff and other Case Manager(s), and report directly to the Shelter Coordinator.

Specific Responsibilities:

General Requirements

- Must love people
- Ability to meet people where they are at
- Good team player, with the ability to operate autonomously at times
- Familiarity with homeless, mental health and substance use systems
- Excellent verbal and written communication skills
- High degree of self-direction
- Creative problem solver
- Able to balance multiple competing priorities
- Highly organized

Program Specific Skills and Expectations

➤ **Building Relationships with Guests**

- Review the nightly guest list to determine who does or does not have a case manager and determine the best case management option for them (PATH, HOP, ANEW, Howard Center)
- Greet new guests that you have not met yet and determine next steps
- Reach out to guests in a culturally competent manner who do not have current case management services and find out what their plan is and their interest level in case management services.
- Complete assessments and create immediate short-term goals for Guests
- Offer assistance to Guests in completing food stamp applications, GA, Medicaid applications and government phone applications, regardless of interest in case management,
- Provide accountability, support, and advocacy for guests, tailoring services to the individual needs of each guest, while maintaining comprehensive progress notes on every guest.
- Ensure that case management targets the root causes of homelessness, empowers each person toward change, and is in line with the mission and vision of the organization.

➤ **Knowledge of Burlington Resources and Systems**

- Learn the systems including but not limited to the bus system, food shelf, charities,

service agencies

- Build relationships with providers through agency tours, formal introductions, phone calls, community meetings etc.
- Maintain working knowledge of community resources, service agencies, job training and educational opportunities, harm reduction and sober supports
- Connect guests with needed and available community resources. Follow-up with guests and agencies as appropriate. Complete warm hand offs to agencies when transferring Guest providers
- Organize case team meetings for guest care and attend related interagency meetings as needed.

➤ **Data and Organization**

- Generate accurate data for all guests, using industry-standard database software and MS Office 365 (Penelope/HMIS)
- Use internal tracking systems to ensure that all clients are being outreached and connected to services in a timely manner
- Participate in regular staff meetings and training programs, and communicate consistently with program staff regarding guest progress, needs, and issues.
- Prepare regular reports as requested for the Shelter Coordinator and Executive Director.

➤ **Educational and Skill Requirements**

- Minimum of a bachelor's degree in related field

➤ **Compensation & Benefits**

- Full time hourly position starting at \$20/hr
- Health Insurance Stipend and PTO benefits for staff working 20+ hours/week

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