

## **Men’s Shelter Case Manager**

### **General Description:**

This is a full-time position working under the supervision of the Shelter Director to manage the men’s shelter services at Crossroads Mission.

### **Duties and Responsibilities:**

- Works under the direction of the Men’s Shelter Director.
- Enforces the rules and policies governing the employees, clients, and guest behavior.
- Supervises all residents and volunteers in their assigned work responsibilities.
- Participates in all staff training events and organizational meetings.
- Compiles, secures and maintains records developed during the course of providing services.
- Completes data entry requirements to maintain client records accurately and timely.
- Refers clients to community resources and other organizations.
- Implements quality control activities and procedures as required.
- Participates in evaluations of the effectiveness of services provided by Crossroads Mission.
- Advises the Men’s Shelter Director regarding significant issues affecting the shelter program operated by Crossroads Mission.
- Maintain client confidentiality according to federal and state regulations, Crossroads Mission policies and procedures, and contractual obligations.
- May be required to be certified to provide the following services: Peer Support Specialist, assessor, ASAM, ASAM instructor, discharge planner, dedicated case manager, interpreter services, and instructor for parenting, first aid/CPR and ProAct.
- Performs Peer Support duties for clients as assigned as part of, or separate from standard job function.
- Develops, plans, and follows the plan for professional development and self-monitored skill building.
- Attends and completes all training, whether on-line, classroom, individual or other means of learning.
- Other duties as assigned.

### **Qualifications:**

- High school diploma or equivalent.
- Paid or volunteer experience helping vulnerable adults is highly desired.
- Ability to communicate effectively with people from diverse backgrounds.
- Must have a strongly-held conviction to the Christian faith.s

**Crossroads Mission Policy and Procedures, 2010 - 2011**

***HOUSING: Job Description – Men’s Shelter Case Manager***

- Ability to maintain an appearance and attitude which maintains a positive image of the Crossroads Mission.
- Under qualifications: Ability to qualify as a Behavioral Health Paraprofessional according Arizona Administrative Code R9-20-204.
- Must pass fingerprint clearance background check with Arizona Department of Public Safety.
- Must have a valid Driver’s license with a good driving record.

***Note: This job description is not intended to be an exhaustive list of all duties, responsibilities or qualification associated with this position.***

**Employee Signature:**

I understand the duties described in this job description and possess the required experience and education required to fulfill these tasks.

I agree to a rate of pay of \$ \_\_\_\_\_ per year/hourly.

\_\_\_\_\_  
**Men’s Shelter Case Manager**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Human Resources Director**

\_\_\_\_\_  
**Date**