



SHELTER. SUPPORT. SOLUTIONS.

Case Manager Job Announcement

Position Summary

From homelessness to coming home, Pillars provides shelter, support, and solutions to address the housing needs in our community. This full-time position is responsible for providing case management to individuals and families experiencing homelessness in a shelter setting to identify client needs, establish individual case plans, and monitor client progress towards program goals of housing and income stability. Case Managers at Pillars collaborate with colleagues on the Crisis Housing, Supportive Services, and Stable Housing teams to ensure smooth client transitions and open communication.

Duties and Responsibilities

- Builds and maintains a strong connection with all clients using a strength based, trauma informed approach
- Completes thorough assessments to mutually establish goals for a client's tenure
- Serves as an advocate for participants across systems when the need arises
- Refers clients to appropriate community resources and serves as a broker between resources
- Maintains manual and electronic records in relation to participant's funded accommodation and services, including the preparation of correspondence and statistical data
- Represents agency in community or in interagency activities and other community events
- Collaborate with colleagues within Pillars and agency partners to ensure smooth client transitions and open communication
- Other duties as assigned

Core Competencies and Qualifications

- Excellent verbal and written communication skills
- Fosters an environment of high moral and ethical standards
- Sensitivity to low-income individuals
- Ability to maintain confidential information
- Ability to travel locally
- Ability to flex schedule to occasionally respond to clients' needs outside of normal working hours

Education and/or Experience

- Bachelor's degree in human services related field strongly preferred
- Minimum two years of relevant experience is preferred. Relevant experience could include:
 - A strong understanding of barriers specific to persons experiencing homelessness
 - Experience working with survivors of domestic violence
 - Experience working with people facing mental health struggles and/or challenges with addictions
 - Knowledge of community resources available to families who are low income and/or experiencing homelessness
 - Experience with the Wisconsin Homeless Management Information System, ServicePoint

Compensation

The compensation for this position is a \$35,270 annual salary. Benefits include health insurance, dental insurance, vision insurance, vacation, holidays, sick leave, short & long term disability, life insurance, 401k retirement account and an Employee Assistance Plan.

To Apply

Deadline to Apply: March 6, 2020 at 8:00am

Send resume and cover letter to tmelzl@pillarsinc.org or mail:

Tracy Melzl, Human Resources Assistant, Pillars, Inc., 605 E Hancock Street, Appleton, WI 54911

Pillars is an Equal Employment Opportunity employer