



SHELTER. SUPPORT. SOLUTIONS.

## Shelter Case Manager, Full-Time 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 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. The Shelter Case Manager reports to the Adult & Family Shelter Manager.

### Duties and Responsibilities

- Has passion for the mission of Pillars and displays agency values: Respect, Collaboration, Empowerment and Grit.
- 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.
- Proficiently maintains manual and electronic records, and grant documentation.
- Manages 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.
- Works with appropriate school district to enroll children in school and connect to the appropriate services within the community, including: early childhood programs such as Head Start, Part C of the Individuals with Disabilities Education Act, and McKinney – Vento education services.
- Other duties as assigned.

### Core Competencies

- **Building Relationships** – Demonstrates exceptional relationship-building ability with volunteers, clients and consumers, tenants, agency partners, donors and potential donors, board and committee members.
- **Communication** – Strong verbal and written communication skills and multiple levels: with volunteers, coworkers, board members, other community agencies, and vendors.

- **Confidentiality** – Ability to maintain confidential information and safeguard the security of information of Pillars and our clients. Keep private information from unauthorized individuals, either within Pillars or others outside the organization.
- **Conflict Management** – Reacts and responds to complaints, solves problems. Helps consumers and staff come to agreement; deescalates charged situations. Reacts quickly to assess the conflict and determine appropriate steps to resolve. Remains calm and professional during high stress situations.
- **Cultural Awareness and Sensitivity** – to those you are serving. Is mindful or conscious of similarities and differences between people from different groups. Is respectful and accepting of the differences and strives to understand them.
- **Flexibility** – Ability to flex schedule to occasionally respond to needs outside of normal working hours.
- **Self-Management** – Takes initiative to seek out what needs to be done; responsible for attaining goals and following guidelines/procedures with minimal supervision or direction; strong sense of accountability and pride in work. Demonstrates flexibility and the ability to adapt to changing situations/expectations.
- **Problem-Solving** – Identifies and resolves problems in a timely manner. Gathers and analyzes information skillfully. Develops alternative solutions. Works well in group problem-solving situation; remains calm when dealing with emotional topics.
- **Written Communication** – Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; able to read and interpret written information and use a tablet or smartphone.

### Qualifications

- Bachelor's degree in human services related field strongly preferred or five+ years of relevant experience
- 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, Clarity
- Ability to travel locally, with access to a reliable vehicle and possess a valid Wisconsin driver's license and automobile license
- Ability to flex schedule to occasionally respond to clients' needs outside of normal working hours

### Work Environment

The Shelter Case Manager must occasionally lift and/or move up to 50 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### Current COVID Protocols

Masks are required to be worn by all employees in common areas. Masks are not required to be worn in offices if everyone in the office is vaccinated. COVID protocols are subject to change based on recommendations from the CDC and/or local health department recommendations.

### Compensation

The compensation for this position is a \$35,900 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: July 16, 2021 9:00am**

Send resume and cover letter to [tmezl@pillarsinc.org](mailto:tmezl@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 committed to achieving a diverse workforce and to maintaining a community which welcomes and values a climate supporting equal opportunity and difference among its members.*

*All qualified applicants will receive consideration for employment without regard to race, national origin, color, religion, age, genetics, sex, sexual orientation, gender identity, disability or veteran status.*