**Job Description – Homeless Services Case Manager**

**The Homeless Services Case Manager reports to the Director of Housing Solutions and is responsible for the organization’s consistent achievement of its mission by providing case management services to clients experiencing homelessness or precariously housed.**

**Hours: Monday – Friday, 8:00-4:30pm. Occasional weekend and evening responsibilities.**

**Position Overview and Key Areas of Accountability**

* The position reports directly to the Director of Housing Solutions. The key areas of accountability include:
  + Providing client centered and respectful case management to clients that are experiencing homelessness, are precariously housed, or need Cross-Lines services.
  + Engaging clients in housing-based, problem-solving conversations to resolve their current experience of housing insecurity.
  + Working as part of the Cross-Lines team to ensure that coverage is provided for all essential services at the agency and that clients, visitors, and participants are treated in a respectful and dignified manner.

**Expectations:**

1. Complete a thorough intake and assessment to determine client needs and determine eligibility for available services.
2. Create an atmosphere of caring and respect for clients seeking assistance
3. Collaborate with clients, Cross-Lines staff, other community agencies, utility companies, and landlords to explore solutions to client barriers.
4. Work with clients to create a plan of action and goals to improve quality of life and avoid future need for services.
5. Make referral to other agencies as appropriate
6. Follow-up with service recipients at regular intervals to assess progress towards goals.
7. Maintain client files with appropriate paperwork, documentation, accurate case notes, etc.

**Required**

* A four-year degree from an accredited college in social work, human services, education, or related field. Experience may be substituted for education.
* Basic computer skills.
* Prior experience must show an interest and an ability to stay with one agency for an extended period, as well as a commitment to personal integrity and treating people with the utmost respect.
* Demonstrated interest and ability to work with all social and economic strata, specifically low-income and underserved populations.
* Three (3) years active work experience in non-profit work preferred.
* Background and knowledge of Greater Kansas City metropolitan area preferred.

**Physical Condition**

* This position may require lifting, climbing stairs, carrying, sitting, and standing.

**Salary/Benefits:** Salary range is $18-$21 per hour and is commensurate with experience. Cross-Lines offers an employee health insurance plan. A retirement savings plan, with company contributions, is available after the required tenure is met.

Application available at <https://form.jotform.com/212007038097147>

Cross-Lines Community Outreach is an Equal Opportunity Employer.

This position is grant funded for one year, with the hope of renewing funding.