

# The Greater Wheeling Coalition for the Homeless

## Job Description

### **WV LSW-Case Manager**

Date: November 2016

Reports to: Executive Director

Supervises: N/A

Purpose: To implement and evaluate components of each of the Coalition's programs, as they relate to the delivery of direct service to the homeless and with regard for specified criteria. The Case Manager interfaces with clients relative to their program participation and the assessment process. The position requires a West Virginia Social Work License.

### **ESSENTIAL TASKS OF THE POSITION**

(The following is intended to be illustrative, not all inclusive)

1. Coordinate activities of the programs, carrying out program goals and sub-functions
2. Perform individual and family assessments to begin the transition from homeless to independence by identifying specific needs and conditions of the household
3. Provide specialized services on an individual basis or in groups to foster housing stability and personal growth. This includes, but is not limited to: becoming a SOAR trained representative; providing job readiness; life skills development; developing a plan for health and wellness; financial management; housing advocacy; facilitating information and referral; and offering linkage to all mainstream resources
4. Collaborate with the Community Engagement Program and the Specialists to carry out and coordinate services in that program
5. Monitor clients in a comprehensive follow-up program to ensure self-sufficiency and success
6. Advise clients on self-improvement plans and regularly evaluate progress toward established goals through personal contact, either through home visits or in the office. The mechanism to develop the plan is the Individualized Service Plan (ISP). The client and the Case Manager must develop, implement and regularly revise program specific ISPs that should focus on:
  - furnishing linkage and referral to all external and internal services and supports identified in the service plan
  - providing advocacy to ensure continuity and integration of services
  - monitoring and documenting progress
  - aiding with the access of crisis support services with crisis intervention
  - helping with the development of a budget to be reviewed/revised monthly
  - developing problem solving skills and coping techniques
  - assisting with transportation to related service needs
  - securing and maintaining permanent housing as quickly as possible
7. Establish and maintain a database of housing options for the clients. This includes establishing rapport with housing providers/landlords and communicating the goals of the programs and the organization with the necessary parties
8. Participate in a three pronged approach toward outreach: client-focused street canvass, landlord and community partnership formation

9. Review, maintain, and implement all appropriate program service policies and procedures. Keep informed of applicable regulations and guidelines for the programs and adequately document those changes in the programming manuals of the organization. Implement regulations and notices from governmental and regulatory agencies and submit such, in a (written) timely manner to the Executive Director
10. Assist in the establishment of program goals, objectives and outcomes for review and approval. Continue on a monthly basis, to report on outcomes to the Executive Director
11. Assist with the sustainability of the organization and programs by providing programmatic information consisting of, but not limited to: data reports, success stories, trend analysis, community developments and resources
12. Assist in the coordination of work activities for all programs within the Coalition or outside agencies to prevent delays in actions required or to improve services to clients or agency operations, including full participation with the case management team, Centralized Intake and Assessment, front desk coverage and other relevant assignments
13. Work efficiently with other personnel to ensure the seamless delivery of service, maintain quality programming, reflect the mission of the organization and support leadership
14. Maintain confidentiality of client information, processes, and data, which would be damaging if not properly safeguarded
15. Provide information, referral, and follow-up to local service providers to ensure that program participants are linked to appropriate supportive services to achieve self-sufficiency
16. Develop linkage with outside agencies to allow our clients to participate in training workshops in various disciplines such as: homemaking skills; credit counseling and budgeting; education and job opportunities; nutrition; parenting; health care; child care; support services; home buyer education; and entrepreneurial business development
17. Complete regular reports on program status, track aggregate data on program achievements, and prepare annual reports for submission to funding sources and supervisor, as requested
18. Coordinate with all federal, state, and local governmental agencies to carry out the program goals
19. Fully utilize the Homeless Management Information System (HMIS) according to all policies and procedures. This involves, in part: conducting Centralized Intake and Assessment in a point in time fashion; entering updated data at each session; running reports; using all agency assigned assessment tools; and communicating issues to the designated staff
20. Participate in mandatory organizational activities, trainings and meetings as assigned, such as: staff meetings; fundraising; street outreach; Point In Time Count; Continuum of Care activities and group client meetings

## **SECONDARY POSITION TASKS**

- Complete all necessary reporting, documentation and record keeping
- Conduct research, assemble and analyze data and information
- Work with diverse groups of people, reflecting professionalism
- Complete special projects, as assigned
- Apply a working knowledge of computer software, typing, data bases, emails and on-line activities
- Perform other duties, as assigned, within the job classification

## **POSITION REQUIREMENTS AND QUALIFICATIONS**

### Education Level

Bachelor's or Master's in Social Work, Psychology, Counseling, Sociology, Education, Human Services, Behavioral Science or Criminal Justice from an accredited college or university OR can be within one semester of completing one of the above academic programs

AND

Have a WV Social Work Licensure OR proof from the WV Board of Social Work Examiners of written proof of license eligibility

### Experience in Related Field

Experience in addressing needs of homeless families or individuals, preferred

### Knowledge, Abilities and Attributes

- Ability to work with a diverse group of people and speak to a variety of audiences, both individually and in groups. May include organizing and presenting workshops, public presentations, and individual presentations
- Develop and utilize a working knowledge of existing supportive services for homeless/low income families
- Provide research, assemble data and analyze results
- Work harmoniously with all agency personnel in a team driven atmosphere
- Willingness to interact with clients in residential and office settings
- Transport clients and travel for business, as necessary, in an owned and insured vehicle
- Advocate for clients to a variety of audiences to enable them to become self-sufficient
- Reflect the philosophic principals necessary to provide services to those in poverty and afflicted with addiction and mental health conditions, including severe trauma
- Maintain a high degree of personal flexibility to accommodate changing regulations and policies
- Motivate, maintain and monitor a diverse and demanding caseload
- Capability to multi-task assignments at a fast pace while maintaining a calm demeanor
- Dependable on a daily basis and punctual
- Maintain confidentiality of client information, agency processes and all data
- Work as a team member in an environment which fosters input and critical thinking in solving social issues funded through the governmental and public sector
- Accept constructive criticism as a necessary stage of professional growth
- Proven ability to perform duties with minimal supervision and no clerical support, reflecting attributes of an independent worker and self-starter
- Fluency in spoken and written English with excellent grammar
- Highly organized and precise on every level

- Skillful at making applicants, participants and the community comfortable with participating in the programs and possess the ability to generate enthusiasm among all
- Ability to maintain confidentiality in all assignments; work harmoniously with other agency personnel; be flexible and perform work under time pressure; handle multiple deadlines and tasks simultaneously
- Possess strong applied mathematical skills: real numbers, fractions, percentages, ratios and compile, compute and present statistical information
- Competency in operating all office equipment: computers, printers, scanner, fax and multi-line telephone with a hands free device

Working Conditions

- Work in an office and/or residential environment in all weather conditions (hot, cold, humid, dry, wet)
- Travel about the state to attend meetings and locally for appointments

Physical Demands

- Strength: Lift 40 pounds or more unassisted
- Type: Moderate levels of physical work ability. Ability to lift, push, pull or otherwise carry objects associated with normal house-keeping duties. Work involves walking, bending, reaching and standing. Sedentary periods of an entire shift are common

Work Schedule

- Ability to work a 40 hour week, during stipulated business hours
- Must have the ability to work non-traditional hours, including evenings
- Participate in an on-call rotation

Equipment Used

- Competency in utilizing Microsoft Word, Excel and Outlook, on-line appointments, an HMIS or equivalent system, scanners, printers, and general office equipment including multi-line telephone and fax.
- Must have access to a vehicle with a valid driver's license and the state required minimum of insurance

**ACKNOWLEDGMENT:**

The above statements are intended to describe the general nature and level of work being performed by the employee assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities and duties of personnel so classified.

The requirements for this position are indicative of the physical and mental capacities needed to satisfactorily perform the duties for the position. Reasonable accommodations, as required by the Americans with Disabilities Act, will be granted wherever possible.

**I acknowledge receipt and review of this Job Description:**

**Applicant Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Please Print Name:** \_\_\_\_\_

## **Summary of Position with Compensation**

Provide direct services to homeless in various settings. Involves the delivery of services for achieving outcomes, conducting assessments, developing client-centered plans and tracking data. Motivation and time management are critical skills. Bachelor's degree and a valid West Virginia Social Work License. Approximate annual salary \$35,000. Salary differential available for MSW.

## **How to Submit Interest**

In order to be considered, ALL of the following must be included: full cover letter specifying position/shift, resume, and 3 professional references by COB 03/08/17 to:

Ms. Lisa A. Badia, Executive Director  
Greater Wheeling Coalition for the Homeless  
84 15<sup>th</sup> St., Wheeling, WV 26003

OR by email: [lbadia@wheelinghomeless.org](mailto:lbadia@wheelinghomeless.org)

The Greater Wheeling Coalition for the Homeless

Job Description

**Administrative and Services Coordinator**

Date: October 2, 2016

Reports to: Executive Director

Supervises: N/A

Purpose: To provide specialized administrative coordination which assists the staff in providing services to the clients and support of all agency personnel through wide-ranging activities including: facilitating services; community based marketing; data collection; facilitation of agency wide time management practices; streamlining practices involving service delivery and all internal scheduling and referrals. The position must promote the professionalism of the organization through efficient operation of the receiving area for all guests.

**ESSENTIAL TASKS OF THE POSITION:**

(The following is intended to be illustrative, not all inclusive):

1. Work with key staff to implement practices to facilitate a prompt and efficient use of company time which support housing coordination, service delivery and agency administration
2. Provide in-reach by answering all incoming phone calls and referring client to the correct employee/program
3. Schedule all appointments for the case management team and confirming all appointments on multiple schedules on a daily basis
4. Provide follow-up calls to housed clients at set intervals to promote housing stability
5. Reach out to the community to solicit donations of items clients need but are beyond our scope
6. Connect clients and those seen at intake with community resources via the development and maintenance of a robust information/ referral system and follow up on an individual basis on all information/ referral
7. Maintain a currently revised community resource guide
8. Develop and maintain through Microsoft Outlook a comprehensive professional contact list for the organization
9. Recruitment, documentation and overall development of a housing stock for Coalition programs including a Rapid-Re-housing program
10. Assertively promote Coalition programs by developing positive alliances through outreach between the organization and its partners, such as, landlords, financial stakeholders and colleagues resulting in marked improvements

11. Participate in the coordination of all activities including: orchestrating agency meetings/events, scheduling, preparation of meeting rooms, developing calendars of activities, maintaining the policy and procedures associated with client's using the waiting area; maintaining the order and cleanliness of the waiting area on a daily basis
12. Perform various assessments to support the organization's activities and assists in the determination of client needs and eligibility in programs
13. Prepare clients for job readiness and life skills by securing, via donation, supplies for client care and provide for the organization and distribution of the items
14. Assist the case management team with locating resources to improve individual outcomes and support programming needs
15. Conduct all of the duties associated with tracking requests for purchase orders and vouchers associated with client related needs
16. Maintain the office mail system
17. Promote the improvement of critical interpersonal skills in our clientele, such as, coping, proper communication, stress reduction and defusing crisis in a confident, diplomatic and trained manner
18. Work efficiently and cooperatively with personnel to coordinate activities for all programs resulting in improved service delivery, better time management, lower number of necessary incident reports and improved agency operations
19. Assist with providing information, referral, and follow-up to local service providers to ensure that program participants are linked to appropriate supportive services to achieve self-sufficiency
20. Develop linkage with outside agencies and assist with in-house activities to allow our clients to participate in training workshops in various disciplines such as: homemaking skills, credit counseling and budgeting, educational and job opportunities, nutrition, parenting, health care, child care, support services, home buyer education, and entrepreneurial business development
21. Assist the designated staff with preparing regular reports on program status and tracking aggregate data on program achievements
22. Fully utilize the HMIS in a point in time fashion for each client this includes: entering data, running reports, and communicating issues to the designated staff
23. Participate in mandatory organizational activities as assigned, such as: staff meetings, fundraising, street outreach, Point In Time Count, Continuum of Care activities and group client meetings

**SECONDARY TASKS:**

- Assist with all necessary reporting, documentation and record keeping
- Conduct research, assemble and analyze data and information
- Work with diverse groups of people, reflecting professionalism as being the front position person of the agency
- Complete special projects, as assigned
- Apply a working knowledge of computer software, typing, data bases, emails and on-line activities
- Perform other duties, as assigned, within the job classification

## **POSITION REQUIREMENTS AND QUALIFICATIONS:**

### Education Level

- High School Diploma with applicable work experience
- Documented experience or certifications in Microsoft Word, Excel and Outlook

### Transportation

- You must have a car, valid driver's license and car insurance
- You must be willing to transport clients, if necessary

### Experience in Related Field

- Currently skilled in an administrative assisting role, head clerical or front line office work in a public setting
- Served in a networking capacity with businesses and agencies in the development of resources for a company or organization

### Knowledge, Abilities and Attributes

- Maintain a high degree of personal flexibility to accommodate changing regulations and policies
- Capability to multi-task assignments at a fast pace while maintaining a calm demeanor
- Dependable on a daily basis and punctual
- Maintain confidentiality of client information, agency processes and all data
- Work as a team member in an environment which fosters input and critical thinking in solving social issues funded through the governmental and public sector
- Accept constructive criticism as a necessary stage of professional growth
- Proven ability to perform duties with minimal supervision, reflecting attributes of an independent worker and self-starter
- Fluency in spoken and written English with experience in persuasive communications
- Highly organized on every level
- Skillful at making applicants, participants and the community comfortable with participating in the programs and possess the ability to generate enthusiasm among all
- Ability to maintain confidentiality in all assignments; work harmoniously with other agency personnel; be flexible and perform work under time pressure; handle multiple deadlines and tasks simultaneously
- Competency in operating all office equipment: computers, printers, scanner, fax and multi-line telephone with a hands free device

### Working Conditions

- Office and residential environment
- Work in all weather conditions (hot, cold, humid, dry and wet)
- Ability to travel for meetings

### Physical Demands

- Strength: Ability to lift up to 40 lbs, or in excess of, with assistance of other staff
- Type: Moderate levels of physical work ability. Ability to lift, push, pull or otherwise carry objects associated with normal house-keeping duties. Work involves walking, bending, reaching and standing. Sedentary periods of an entire shift are common



Work Schedule

- Ability to work full time, during stipulated business hours
- Must have the ability to work occasional non-traditional hours, including evenings

**ACKNOWLEDGMENT:**

The above statements are intended to describe the general nature and level of work being performed by the employee assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities and duties of personnel so classified.

The requirements for this position are indicative of the physical and mental capacities needed to satisfactorily perform the duties for the position. Reasonable accommodations, as required by the Americans with Disabilities Act will be granted wherever possible.

**I acknowledge receipt and review of this job description:**

**Applicant Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Please Print Name:** \_\_\_\_\_

**Summary of Position with Compensation**

To assist in providing services to the clients and support of all agency personnel through wide-ranging activities including: client based supportive services; community based comprehensive outreach; data collection; facilitation of agency wide time management practices; streamlining practices including service delivery and conduct all internal scheduling and referrals. At all times the position must promote the professionalism of the organization through efficient operation of the receiving area for guests. High School Diploma with applicable work experience AND documented *experience or certifications* in Microsoft Word, Excel and Outlook. Approximate annual salary \$28,000

**How to Submit Interest**

In order to be considered, ALL of the following must be included: full cover letter specifying position/shift, resume, and 3 professional references by COB 03/08/17 to:

Ms. Lisa A. Badia, Executive Director  
Greater Wheeling Coalition for the Homeless  
84 15<sup>th</sup> St., Wheeling, WV 26003

OR by email: [lbadia@wheelinghomeless.org](mailto:lbadia@wheelinghomeless.org)

# The Greater Wheeling Coalition for the Homeless

## Job Description

### **Community Engagement Specialist**

Date: November 2014

Reports to: Executive Director and other staff, only as assigned

Supervises: N/A

Purpose: To assist in provision of direct services to identified clients in order to promote engagement in services and integration in community supports necessary to sustain recovery and maintain housing in the community. This is done by working in the community and within the guidelines of the agency to identify, engage and assist in an on-going manner, identified homeless individuals with a serious mental illness (SMI), substance use, or co-existing disorder that are at risk of psychiatric hospitalization or are currently committed and being re-integrated into the community.

#### **Essential Responsibilities**

(The following is intended to be illustrative, not all inclusive):

1. Follow all processes of the organization including outreach, intake, referral and assessment processes
2. Be accessible to see a new referral within 24 hour of receiving the assignment and provide face to face contact with a referral from a psychiatric facility within 3 days of discharge
3. Participate in a case management team on-call rotation
4. Assist the case manager in the coordination of activities for 10-15 cases
5. Provide services in various locations including: the client's home, agency's office and designated public places
6. Perform assessments to determine client need and eligibility
7. Assist the client with achieving identified goals through monthly or bi-monthly, face to face appointments. Goals may focus on developing the following critical community supports and interpersonal skills:
  - Assist client with securing and sustaining housing
  - Provide routine home visits to check progress and status
  - Work with the case managers to assure that the client is compliant with and has access to medications
  - Develop weekly nutritional meal planning and perform comparative shopping
  - Develop housekeeping skills to a level that maintains housing stability
  - Develop a socially acceptable level of personal hygiene
  - Monitor financial management practices as set up by the case manager. Monitor budgeting, bill paying, and spending patterns and report issues to the case manager
  - Work with client to improve coping skills, interpersonal skills, and stress reduction techniques

- Accompany clients to appointments as necessary for the purpose of relaying critical health information and empower them to become independent of accompaniment
  - Help clients become independent by assisting them to understand, develop and utilize a transportation plan
  - Assist the client in obtaining services in the community to allow for a positive transition from CE services to independent living
8. Ensure that each CE client has access to comprehensive psychiatric services through Northwood Health Systems or Heathways by working closely with liaisons to sustain the client in the community with out-patient services
  9. Monitor and document client progress by fully utilizing a computerized internet-based Homeless Management Information System as described in the policy and procedures
  10. Identify, document and share community resources that can be key supports to the identified population
  11. Make and follow-up on necessary referrals to other providers, mainstream resources and Facility Community Support grantees to ensure that the CE client has access to resources that the agency cannot provide. This includes referral for high risk clients for HIV, TB and Hepatitis testing and services
  12. Attend all trainings and meetings deemed relevant or declared mandatory by the agency
  13. Assist the staff in the coordination of work activities within the Coalition or outside agencies to prevent delays in actions required or to improve services to clients or agency operations
  14. Maintain confidentiality of client information, agency's processes, data and programming
  15. Assist the designated staff with preparing regular reports on program status and tracking aggregate data on program achievements

### **Required Knowledge and Qualifications**

- Assist in the development of community resources, including targeting new resources
- Research topics for client meetings or delivery of care
- Work with a diverse group of people
- Communicate effectively, diplomatically and confidently in diverse settings
- Research, assemble, and analyze data, including special projects
- Perform duties with minimal supervision
- Maintain intricate time management records
- Manage a diverse caseload
- Keep meticulous written records
- Fluency in spoken and written English
- Organize and present information in various settings: workshops, public presentations, meetings
- Skillful at making clients and the community comfortable with participating in the programs and the ability to generate enthusiasm among all
- Maintain confidentiality in all assignments
- Work harmoniously with other agency personnel
- Possess interpersonal flexibility necessary to perform work under time pressures

- Handle multiple deadlines and tasks simultaneously
- Advocate for clients to a variety of audiences
- Promote self-sufficiency in client practices
- Competency in operating computers (desktop and laptop) with Microsoft Word, Excel and Outlook (email), printers, scanners, fax and multi-line telephone
- Willingness to use an on-line appointment scheduling software
- Ability to learn and utilize a HMIS
- Participate in mandatory organizational activities as assigned, such as: fundraising, street outreach, Point In Time Count, Continuum of Care activities and group meetings
- Perform other duties and complete special projects, as assigned

**Minimal Education Level and Experience**

High School Diploma or equivalency

Experience in Related Field: Experience in addressing needs of people who are economically marginalized or homeless is not necessary, but helpful.

**Other Requirements**

Transportation and Travel: You must have a car, valid driver’s license, state-minimum car insurance and be willing to transport clients to and from appointments, individually and in groups. Ability to travel occasionally about the state to attend meetings.

Working Conditions: Ability to work in an office and residential environment; in all weather conditions (hot, cold, humid, dry, wet).

Physical Demands: Ability to lift up to 50 lbs, or in excess of, with assistance of other staff.

Type of work: Moderate levels of physical work ability. Ability to lift, push, pull or otherwise carry objects associated with normal house keeping duties. Work involves walking, bending, reaching, stair climbing and standing; as well as, sedentary work.

Work Schedule: A scheduled 15-20 hour week with occasional non-traditional hours, including evenings and on-call emergencies.

The above statements are intended to describe the general nature and level of work being performed by the employee assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities and duties of personnel so classified.

NOTE: The requirements for this position are indicative of the physical and mental capacities needed to satisfactorily perform the duties for the position. Reasonable accommodations, as required by the Americans with Disabilities Act will be granted wherever possible.

**I acknowledge receipt and review of this job description:**

**Applicant Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Print Name:** \_\_\_\_\_

## **Summary of Position with Compensation**

CES-Provide direct assistance to clients with mental illness and substance use to reduce hospitalization and sustain housing. High school graduate/equivalent, related work experience helpful. 18 hrs/week \$10/hr. One hire for am shift 9-1 MTWF and one hire for pm shift 1-5 MTWF

## **How to Submit Interest**

In order to be considered, ALL of the following must be included: full cover letter specifying position/shift, resume, and 3 professional references by COB 03/08/17 to:

Ms. Lisa A. Badia, Executive Director  
Greater Wheeling Coalition for the Homeless  
84 15<sup>th</sup> St., Wheeling, WV 26003

OR by email: [lbadia@wheelinghomeless.org](mailto:lbadia@wheelinghomeless.org)