



*As a collaborative of congregations united in action, we create homes and advance equitable housing.*

## **Housing & Shelter Programs Case Manager**

### **The Organization**

Beacon Interfaith Housing Collaborative has a vision that 'all people have a home'. We are a collaborative of congregations who together build affordable and supportive housing, shelter families, and organize to impact housing policy. Beacon is a unique organization – an experienced nonprofit housing developer leveraging the power of congregations to create the public will needed to build and sustain affordable housing. Our focus is on households who make less than \$25,000 a year, and those who are experiencing homelessness.

The Beacon administrative office is located on University Ave & 280 (along the Metro Green Line), convenient to both Minneapolis and St. Paul. Our Families Moving Forward (FMF) shelter program has two locations - one in Hennepin County and one serving Scott and Carver Counties. The FMF Hennepin Program Center is located on Emerson Avenue North in Minneapolis. The FMF Southwest Program Center is located in the Shepherd of the Hill Presbyterian Church in Chaska. For more information, check out [www.beaconinterfaith.org](http://www.beaconinterfaith.org).

### **The Position**

This position is one of two case managers that work collaboratively to provide case management services for families in our FMF Hennepin Emergency Shelter and Housing Program Center in Minneapolis. The position will account for all facility, material, resource referral, and intake/exit needs of families in the shelter program as they work towards their goal of finding and/or maintaining permanent and affordable housing.

The schedule would be either Monday through Friday or Tuesday through Saturday. The Case Manager would also be in a rotating weekly on-call schedule, with the ability to respond to issues in person as needed, for a 7-day work week every third week. This is a full-time position and is eligible for health benefits, our retirement plan, and paid-time off. The pay range is \$17 - \$22/hour.

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## **Duties and Responsibilities**

### **Provide Case Management to Emergency Shelter Program Families**

- Screen potential families
- Conduct intakes including assessments and goal plans
- Meet regularly with families to assess progress toward goals
- Assist families with finding and obtaining necessary community resources, employment, mainstream benefits and housing
- Complete exit meetings with families
- Provide client transportation as needed
- On-call support, which includes responding to and immediately assisting in person as needed with any shelter-related emergencies that are reported by hosting congregations and volunteers.

### **Provide Case Management to Housing Program Families**

- Identify appropriate families for openings within the Housing Programs
- Conduct intakes with families
- Assist the housing program families in maintaining affordable housing
- Complete assessments and set goals with each family – including creating budgets and maintaining financial progress
- Complete regular home-visits with Housing Program Families as assigned
- Assist families in finding appropriate resources for their goals and needs
- Attend appointments consistent with family's goals and needs
- Provide assistance with family's transportation needs as necessary
- Assist families in obtaining needed household and personal items

### **Maintain Documentation**

- Maintain accurate and timely documentation of activities and progress of families
- Maintain case files according to policies and procedures
- Track and report outcome data
- Maintain records for statistical purposes
- Complete Homeless Management Information System (HMIS) data-entry and reporting for all FMF Housing Programs and Emergency Shelter Grants (ESG)
- Maintain resource lists and guides for FMF families.
- Update and maintain all Housing Program Forms
- Create and maintain a network of community property managers/landlords

### **Coordinate with Host Congregations**

- Serve as the day-to-day communication hub to volunteers concerning shelter family issues and concerns.
- Complete regular site visits to hosting congregations
- Facilitate and prepare monthly evening meeting (Family Prep) for communication with upcoming congregations for shelter families

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## **Program Support**

- Serve as the communication hub with transportation services including scheduling and problem solving with congregations
- Monitor client interactions with peers and intervene in problem situations according to policy and procedures
- Assist clients in accomplishing shared household duties and oversee order and cleanliness of shelter
- Maintain family access to all shelter resources such as: toiletries, laundry supplies, office supplies, access to telephone and computer, locker assignments, refrigerator, and kitchen storage needs
- Research and provide life skills programming to families
- Attend weekly staff and program meetings

## **Community Relations**

- Collaborate with community organizations/businesses to support shelter families
- Support the execution of fundraising events and other agency-wide activities or program promotions
- Maintain relationships with staff at other social service agencies
- Search for new connections with resources and agencies

## **General:**

- Develop and maintain productive, positive working relationships with other staff
- Represent Beacon, its mission, vision and goals in the broader community.
- Work effectively and respectfully with individuals without regard to race, color, creed, religion, national origin, marital status, political affiliation, sexual orientation, gender identity, status with regard to public assistance, membership or activity in a local commission, disability, sex and/or age
- Work within all agency policies, government regulations and the law
- Perform other tasks, responsibilities, and special projects as assigned or directed.

## **Required Qualifications**

- Associates Degree or college classes in related field
- Experience working with people – in case management or other capacity, towards reaching personal success goals
- Ability to work independently in a fast-paced environment
- Excellent communication skills, both verbally and in writing
- Ability to efficiently organize and complete multiple tasks as well as adjust to changing priorities
- Acceptable driver's record, reliable vehicle and willingness to transport clients
- Ability to participate in rotating weekly on-call schedule. A Case Manager would be expected to be on-call, and respond to issues in person as needed, for a 7-day work week every third week

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- Computer application proficiency, including Microsoft Outlook, Word, Excel

### **Preferred Qualifications**

- BA in related field
- 1 – 2 years case management experience
- Knowledge of homelessness and housing services and systems
- Desire to continuously learn for personal and professional growth
- High level of personal and professional integrity
- Ability to work effectively with and relate to diverse populations and families of color
- Ability to be a flexible team member
- Proficiency with HMIS

***If you are excited about being part of an organization with a big goal and collaborative spirit, learn more about Beacon and this position at [www.beaconinterfaith.org](http://www.beaconinterfaith.org). Please submit a resume with cover letter to [HR@beaconinterfaith.org](mailto:HR@beaconinterfaith.org).***

***Beacon strives to be an authentically inclusive organization. As an equal opportunity employer, Beacon does not discriminate against candidates on the basis of race, color, creed, religion, national origin, sex, age, physical or mental disability, veteran status, gender identity or expression, or sexual orientation. We affirm that all people are valuable and deserve respect, we welcome diverse perspectives and backgrounds, and foster an inclusive and collaborative environment as we work together on our vision that “All people have a home”. Women, people of color, LGBTQ+ individuals, and members of other minority or marginalized groups are strongly encouraged to apply.***

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