



Bethlehem Inn Job Description

Job Title: Program Support & Case Manager
Department: Programs
Reports To: Program Directors
FLSA Status: Non-Exempt
Prepared By: Program Director
Prepared Date: 8/3/22

Mission & Position Summary:

Founded in 1999, Bethlehem Inn is a community supported emergency shelter committed to providing a safe, secure and accountable environment for residents to meet basic needs and connect to community resources. Our goal is to support adults and families in making life-affirming choices and measurable progress towards self-sufficiency. Bethlehem Inn provides emergency access to shelter and food in a safe, secure environment.

The primary responsibility for any staff member is the safety and security of the facility, staff, residents and volunteers, while providing emergency shelter and food. This requires the flexibility of all staff members to adjust to and respond accordingly to immediate issues of concern, whether identified by another staff member, resident or outside representative. Teamwork and open communication between staff is essential in the success of Bethlehem Inn, its residents, staff, and volunteers. This promotes a healthy and fulfilling work environment.

Essential Duties & Responsibilities:

(Includes the following though other duties may be assigned)

Families First & Next Steps Program Support

- Reviews prior communication log entries at the beginning of each shift for changes and updates for all residents. Updates communication log regarding events taking place during shift including all resident interactions, updates, and status changes.
- Communicates and coordinates with adults and families inquiring about shelter, completing inquiry forms, and/or scheduling intakes following programmatic process.
- Performs thorough intakes for Next Steps and Families First residents including maintaining individual client records, updates Current Resident Information Book (CRIB), room assignment sheet and communication log with intakes/exits during same shift.
- Conducts rounds and touch points with residents throughout shift.
- Maintains professional boundaries and utilizes de-escalation skills with clients.
- Keeps case management software (Apricot) up to date with log notes pertaining to each resident during shift.
- Completes daily room checks and checks the completion of deep cleans in resident rooms.
- Maintains and updates current resident file system and room assignment documents.
- Conducts urinalysis and breathalyzers during intake process and randomly as needed throughout stay.
- Acclimates new residents into facility while insuring they are fully briefed in facility procedure/policy.
- Communicates with donors dropping of donations during shift.
- Supervises and maintains contact with front desk volunteer when front is staffed. Assist front desk with donor relations with in-kind and monetary donations as well as assisting with volunteer questions.

- Follow up on client exits ensuring programmatic duties are completed including bedding is stripped and all belongings are stored accordingly to policies.
- Conducts rounds regularly, alert for suspicious/illegal activity and to maintain site security and safety.
- Holds residents accountable for their actions in accordance with our rules and regulations and responds immediately and thoroughly with communication, clarification, and procedure.
- Contacts emergency/law enforcement, if needed, for issues during shift and communicates with management team regarding these issues.
- Supports residents through the dinner processes, assigns resident chores and supervises completion.
- When needed, assists with meal and supervises serving of meals. Supervises and works with volunteers providing or serving meals during shift. Ensures kitchen policies are followed.
- Conducts nightly dinner meetings with residents and logs topics shared.
- Contacts management in the event of extenuating circumstances and the need for clarification.
- Monitors resident behavior (adults and families) upon entry and throughout stay; alerts to conditions that are in violation of resident policies and safety concerns and responds swiftly and accordingly.
- Maintains consistency agency wide following Standard Operating Procedures (SOPs) in all aspect of the Next Steps and Families First programs.
- Organize and keep current late curfews and chore excusal requests.
- Attend monthly staff meetings and program meetings as scheduled.
- When needed, maintains cleanliness in front desk area, program support offices, staff bathrooms, staff kitchen area, and all staff common areas.
- Checks voicemail for Next Steps and Families First programs.
- As needed, inventory and clear out previous resident belongings following agency storage policies.

Case Management

- Conduct client-centered assessments and documentation of information including the areas of housing readiness, employment/income, physical and mental health, legal issues, health coverage, etc.
- Create and maintains mutually agreed upon Action Plans for residents in order to assist with forward movement in case management goals.
- Provide practical help, referrals, coordination, individualized support, and problem solving to facilitate client access to community resources including locating housing, food, clothing, school or vocational opportunities or services, relevant physical or mental health services; and advocacy services.
- Conducts case management meeting as scheduled; documenting meeting in Case Management system (Apricot) emphasizing trauma-sensitive approaches and SMART goals.
- Meets with Case Management Coordinator regularly to review case load and ensure continuity of services.
- Assist in client transition by providing support, guidance, and direction.
- Maintains strong established professional partnerships with outside agencies.
- Coordinate community partner referrals, specific to areas supporting ongoing housing stability.
- Maintains all records pertaining to programs, tracking and documenting participants' progress towards self-sufficiency.

Professionalism

- Demonstrates capacity to serve diverse people in a culturally sensitive and non-discriminatory manner.
- Sets and models high standards of honesty, integrity, and ethical behavior.
- Acts with a sense of reasoned urgency.
- Is adaptable and flexible and deals effectively with uncertainty.
- Represents self well with both internal and external customers in day-to-day interactions.
- Demonstrates effective and professional written and interpersonal communications skills.
- Deals effectively with conflict and works toward positive resolution.

Planning, Coordination and Teamwork

- Provide coverage and assistance for team members in all tasks to as required to maintain continuity of services.
- Works as part of a team to find solutions and takes initiative in finding other tasks that need to be completed to assist other team members.

- Nurtures positive optimistic attitude in the staff and communicates a sense of mission to team.

Minimum Qualifications:

(Qualifications applicant must possess in order to be considered for the position; possible exception if an applicant possesses appropriate substitute qualifications)

- Two (2) years of direct service experience or equivalent education, including case management services to vulnerable populations, advocacy for low-income populations (or related), experience working with and an understanding of culturally diverse groups.
- Oregon Food Handler's Card (must be obtained prior to first day of employment).
- Ability to exercise sound, independent judgment, to maintain a high level of confidentiality, to respond effectively to emergency and crisis situations and resolve problems.
- Dependable and flexible.
- Ability to write clearly and concisely and to communicate effectively in writing.
- Ability to communicate clearly and concisely orally.
- Analytical capability, ability to work effectively with data and identify trends, draw on history and recognize what has worked and what has not.

(The requirements listed above are representative of the knowledge, skill, and/or abilities required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.)

Preferred Qualifications:

(Qualifications which are desired in applicants, however applicants without these qualifications will not necessarily be excluded from consideration if they possess minimum qualifications.)

- Bi-lingual and / or Bi-cultural preferred.
- Bachelors degree in human or social service area preferred.
- Knowledge of area community resources.

Physical Demands:

(The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

- While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stand and walk. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus.

Work Environment:

(The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

- The work environment can be unpredictable depending on the time of day and resident activity. The Bethlehem Inn is a fluid environment and a successful applicant should have the ability to think quickly on their feet and act with patience and compassion. Our guests are people with challenging needs often coming from chaotic circumstances. It is important for all staff to provide a focus of certainty and calm in what can sometimes be confusing situations.

