



Emergency Receiving Center: Shelter Case Manager

REST JOB DESCRIPTION

ROLE SUMMARY

The Emergency Receiving Center (ERC) is a program at REST and is a critical need for women in the community who are trying to exit the sex trade and reach their personal goals. The Emergency Receiving Center provides drop-in services and 24/7 access to crisis intervention support, with an option for short-term emergency shelter for up to seven women (30-90 days). Guests of the shelter are women or identified as female who experienced the sex trade, will be able to receive stabilizing support like crisis intervention, case management, referrals for chemical dependency and mental health services, survivor support groups, education and life skills assistance.

The ERC Shelter Case Manager is responsible for helping shelter guests safely navigate through times of crisis, move toward safe and stable housing, and develop an ongoing supportive care team as they work toward their self-identified goals. This position reports to the ERC Program Supervisor and collaborates closely with the Drop-in coordinator, Shelter Coordinator and Community Advocates to ensure each guest has opportunities to reach their goals and access the long-term resources they need.

The ERC Shelter Case Manager will primarily assist REST ERC shelter guests during their temporary stay, focusing on stabilization, prioritizing short-term goals, developing a plan with each guest to reach those goals, and making connections to long-term supports for guests to be able to continue working toward their goals following their shelter stay.

ROLES

- Team expert of resources and services that meet the immediate and stabilization needs of guests
- Liaison with referring agencies and partners for intakes into the shelter, case management, and development of ongoing support and advocacy
- Collaborative partner with Shelter Coordinator, Drop-in Coordinator, Community Advocate for implementation of coordinated care for guests
- Consistent presence in the shelter, modeling a standard of trauma-informed care

RESPONSIBILITIES

- Assist in the development and implementation of a safe and effective shelter environment
- Participate in the on-going development of the ERC shelter rules, policies and procedures
- Ensure policies and procedures are being followed on a daily basis
- Research and discover potential resources and services for shelter guests, especially related to chemical dependency and mental health treatments
- Oversight of the REST Hotline; including answering calls, supporting staff responses, and facilitating effective referrals
- Coordinate entry into services and initiation of case management for shelter guests from a variety of referral sources
- Assist each guest in developing their self-identified needs and goals
- Connect guests to culturally appropriate and effective services that fit their goal plan
- Build trust and collaborative relationships with partners to ensure highest level of care is provided
- Ensure implementation of individualized, strengths-based and trauma-informed care is happening with all guests

- Provide warmth, inspiration, and accountability when needed to assist guests in reaching their self-identified goals
- Utilize prevention and de-escalation tactics to avoid violence or escalated behavior problems
- Provide leadership and support for shelter team
- Support the continued growth and goal setting with staff members throughout their employment
- Provide culturally responsive care for all clients, volunteers, staff and interns
- Participate in all necessary ERC and REST staff meetings and trainings, as well as other meetings associated with the position
- Maintain and review case notes and files in an orderly, up-to-date manner, per agency standards using Apricot Software
- Maintain facility upkeep, security, health and cleanliness standards
- Other duties as assigned

QUALIFICATIONS

- Bachelor's degree in a social service field or 3-5 years' relevant experience desired
- Experience working with vulnerable populations required, with survivors of sexual exploitation preferred
- Knowledgeable on the topic of sex trafficking and the sex trade
- Understanding of the various types of trauma and effects of complex trauma
- Ability to respond to crisis and/or escalated behavior with calm and confidence
- Ability to organize, discern, and problem-solve creatively
- Flexible – able to respond to leadership directives in a timely manner
- Strong leadership, interpersonal and professional skills, and the ability to maintain a positive collaborative relationship among staff
- Must be able to engage in active listening and communication to relay accurate information
- Able to effectively work in a diverse workplace, and be self-aware regarding issues of race, ethnicity, class, sexual orientation, gender identity, religion/spirituality and disability
- Active and vital relationship with Jesus and part of a supportive community outside of REST
- Employees of REST must agree with the REST statement of faith
- Must be able to thrive in a high intensity, and often times unpredictable work environment
- Strong sense of self identification, personal coping skills, emotion regulation and conflict resolution
- Technology skills: iPhone; email; basic computer skills, Microsoft Office, Google Drive
- The person in this position needs to be able to move about freely, throughout the shelter and drop-in center, including ascending and descending stairs
- Must be able to lift up to 20 pounds on occasion
- Must have valid Driver's License with clean driving record
- Should have a reliable, adequately insured vehicle

Schedule: Monday – Friday, 9am-5pm, with occasional early mornings, late nights or weekends (flexible according to client needs and shelter coverage needs)

Location: REST Emergency Shelter

Hours: 40 per week

Salary: \$18 - \$21/hr. DOE

Benefits: 15 vacation days; 8 paid holidays*; 10 sick days; \$4550 annual health-care stipend; 403B retirement option.

*Shelter staff are not guaranteed the date of holidays off, but may schedule a different day off in place of the holiday as needs and coverage allows