



Shelter Case Manager Job Description

Title: Shelter Case Manager

Reports to: Shelter Programs Manager

Status: Exempt

Summary:

Family Promise of Greater Indianapolis (FPGI) is a partnership of congregations and community organizations responding to the crisis of children and their families who are homeless. We work to eliminate homelessness in Greater Indianapolis through our Shelter, Diversion, and AfterCare programs. The offices are located at the Day Center at 1850 N. Arsenal Avenue, Indianapolis, IN 46218. The goal of the Shelter Case Manager position is to help ten families at a time move from homelessness to permanent housing and greater financial stability. It is a full-time position, exempt position, working 40 or more hours per week with a set schedule of 8:30 a.m. to 5:00 p.m. Monday through Friday.

The case manager would work in the Apartment Shelter Program of Family Promise of Greater Indianapolis. The Apartment Shelter Program is to provide temporary emergency shelter to children and their caregivers who are experiencing homelessness. It achieves this by renting and furnishing private apartments to use as emergency shelters for families, while providing case management through home visits and daily communication.

Responsibilities:

Intake & Case Management

- Conduct phone screening and intake appointments to keep shelter as close to full capacity as possible while ensuring mutual appropriateness of fit between families and program.
- Orient guests (i.e., families) to program policies and expectations upon arrival.
- Manage a case load of ten families at a time, meeting with families multiple times weekly to assess needs, set goals, create plans of action, support with resources and referrals, and evaluate progress.
- With a mindset of empowerment over enabling, constantly assist (or coordinate others to assist) families with work towards goals, including providing coaching for job interviews, financial literacy training, parenting skill development, educational system navigation, and more.
- Maintain a housing rate of 70% or higher and an average length of stay of 90 days or lower.
- Attend weekly case conferences with case management team to share report on client families.
- Complete and submit prevention, rapid re-housing, and permanent supportive housing applications as needed through the Continuum of Care.
- Record thorough case notes and tracks outcomes in HMIS database (a.k.a. Clientrak).
- Maintain relationships with other agencies, landlords, volunteers, etc.

Operations/Facilities



- Provide phone and door reception service when scheduled at the Day Center, typically but not limited to one or two days per week (day flexible).
- Assist with the set-up and clean-up of apartment shelter units.
- Assist with the move-in of guest families into the shelter unit, or into their permanent home.
- Communicate constantly with team of Office Manager, Program Managers, etc.
- Serve on-call for a \$125/week stipend every third week (5pm to 8:30am).
- Other reasonable duties may be assigned as needed.

Requirements:

- Bachelor's degree in relevant field (or four years' relevant work experience accepted)
- Prior case management experience a plus
- Proficiency in Microsoft Word, Outlook, and Zoom.
- Experience with HMIS database for tracking a plus.
- Empathy for our guests experiencing homelessness.
- Ability to work effectively with people of diverse faiths, races, cultures, and economic situations.
- Skill in crisis management and conflict resolution.
- Ability to focus and be flexible in fast-paced and dynamic work environment.
- Strong communication skills in a team work environment.
- Ability to pitch in with all staff and guests and take responsibility for our shared space.
- Respect for confidentiality of personal and sensitive information.
- Knowledge of local community resources.
- Use of a reliable vehicle for traveling to/from work/shelter sites.
- A valid driver's license.
- Ability to drive a 15-passenger van (no CDL required) a plus.

Benefits:

- \$38,000-\$42,000 salary range
- Health stipend of \$500/month (taxable)
- SIMPLE IRA retirement account with 2% match
- Cell phone reimbursement of \$25/month, plus an app to disguise cell phone number.
- Mileage reimbursement at the IRS-recommended rate.
- Flexible scheduling, with the non-Day Center coverage hours occurring through telecommuting or in the field.
- Short-term disability, life insurance, and other benefits.

Apply: Research the organization at www.fpgi.org, and email cover letter and resume directly to the executive director at mike@fpgi.org.