



Job Title: Women's Case Manager

Date Prepared: March 3, 2022

Team: Women and Children's Ministry Team

Status: Full-time

Summary: Provide case management services for women going through Hope's program.

Qualifications:

1. Ministry:
 - a. Willingness to fully embrace the Hope Ministries Grace Model.
 - b. Willingness to live own personal life according to the standard of Christlikeness.
 - c. Ability to build safe, trusting relationships with residents.
2. Experience:
 - a. Experience working in case management or social services preferred.
 - b. Must have or be willing to develop a working knowledge of homeless issues, client advocacy, community resources, drug and alcohol issues, trauma-informed care and human development.
 - c. Must be sensitive and responsive to cultural differences in the population served.
3. Transportation:
 - a. Must have valid driver's license and auto insurance.

Personal Commitments:

1. Live authentically before the community so that residents see the results of a life being transformed by Christ.
2. Live out ongoing healing and transformation.
3. Belong to an authentic Christian community outside of Hope.

Job Description:

1. Provide case management by supporting, equipping and advocating for 16- 20 women.
2. Identify critical needs and aid in finding resources to meet needs.
3. Utilize the stability intake completed by stability coach and the stability plan to identify areas of need and to set and track goals.
4. Continue to orient residents to Hope's programs, requirements and Grace Model.
5. Provide referrals to and coordinate services with outside services as required, including assisting with employment and training/placement, school enrollment, health care, mental health care services, and determining transportation options for residents.
6. Coordinate logistical matters with residents, including chores, laundry times, bus passes, weekend passes, etc.

7. Hold residents accountable for their choices, behaviors and matters of the heart, in accordance with Hope's procedures.
8. Encourage and challenge residents to identify their core issues.
9. Put in place a plan for and encourage residents to do healing work on their core issues.
10. Develop comprehensive resident-driven care plans with short-term and long-term goals, timelines and measures.
11. Attend all required meetings, such as morning Community Meetings, WCMT Meetings, Accountability Committee, Hope Staff Meetings and other meetings as assigned.
12. Work collaboratively with Women and Children's Ministry team, as well all other Hope staff to facilitate a healthy, open team environment.