

# Catholic Social Services

Job Title: Case Manager, Kilian's Shelter Program, New Bedford, MA  
Department: Youth and Young Adults  
Reports to: Program Manager  
Hours: 35  
FLSA: Hourly

## Qualifications

- BA/BS in Human Services preferred, experience in human services, housing and homelessness services
- Excellent organizational and communication skills
- Computer skills with the ability to perform daily tasks within HMIS computer programs, Outlook, Microsoft Word, and Excel
- A reliable, insured vehicle and valid driver's license required
- Bi-lingual helpful

## Job Summary

Kilian's is a Youth and Young Adult (YYA) shelter program for homeless individuals ages 18-24. The main focus of the shelter program is to help young adults achieve successful placement into stable housing.

The Case Manager will connect the young adults to resources that are available within their respective communities and provide services accessing housing resources, life-skills, job coaching and financial empowerment training.

## Duties and Responsibilities

The Case Manager is responsible for ensuring the functions of the program are met while providing services that are safe, timely, effective, efficient, equitable and client-centered.

- Ability to work as part of a team with a commitment to end homelessness
- Must demonstrate honesty, integrity, and professionalism at all times
- Must exemplify our mission in action: which is helping those in need and treating others with compassion, dignity and respect.
- Encourage and promote sustainability and self-sufficiency by providing assistance with housing applications, housing search, job search, budgeting goals and education
- Providing assistance with obtaining a valid ID, Social Security Card and Birth Certificate as needed
- Maintain and track call log identifying individuals seeking a shelter bed
- Maintain and track all referrals and provide a monthly report to the Program Manager
- Complete SPDAT on eligible individuals moving to PSH (Permanent Supportive Housing)
- Assisting with sorting and storing donations
- Add and exit all clients within the HMIS computer program in a timely manner
- Conduct an intake on all new clients entering shelter and maintain files
- Schedule Supportive Services for clients in and around neighboring communities related to mental health, clinical issues and substance abuse
- Manage and maintain YAB (Youth Action Board)
- Must exhibit strong assessment skills, excellent documentation skills, organization, and communication skills to adequately handle a caseload and foster connections for services and community resources

- Must adhere to all HUD program requirements
- Responsible for the documentation, case files and maintenance of client information
- Meet with Program Manager for weekly supervision and updates on client's progress
- Meet with each client bi-weekly to evaluate progress, identify potential barriers and develop strategies
- Respond to inquiries, phone calls, correspondence, and e-mails in a timely manner
- Complete all tasks as assigned by the Program Manager

#### **Additional Responsibilities**

- Work with the Program Manager on any additional projects/matters for which he/she requests related to HUD or the program
- Attend all required program trainings and assigned in-service trainings to comply with annual training requirements
- Comply with all safety regulations, CSS policies and adhere to agency confidentiality policy
- Report all safety concerns to Program Manager
- Mandated reporting of abuse and neglect
- Responsible for reporting all critical incidents to the Program Manager

#### **Working Conditions**

The work environment described, represents what may be encountered while performing the essential functions of the job. Reasonable accommodations may be made to assist individuals with disabilities to perform the essential functions of the position.

- Travels by automobile and is exposed to varying weather conditions
- Must be able to travel to any assigned as required by Program Manager
- Sits, stands, bends, lifts, grasps, kneels, crouches, reaches, climbs, and moves intermittently during the business hours
- Works in office areas as well as throughout individual CSS facilities and the community
- May be exposed to emotionally upset clients, family members, staff and visitors
- May be exposed to frequent interruptions, loud noise, extreme heat/cold
- Spends time greeting clients/family members, courteously answering telephone calls and responding to emails.
- Ability to make sensory perceptions to evaluate environmental conditions
- Ability to work and promote a flexible schedule based on programmatic coverage, weekends, holidays, and program emergencies

Catholic Social Services offers a competitive salary, a comprehensive employee benefits program including medical, dental and vision insurance, 403(b) plan, group term life and AD&D insurance, short-term disability, flexible spending accounts, and a generous paid time off policy.

Please submit your cover letter and resume to [resumes@cssdioc.org](mailto:resumes@cssdioc.org)

Equal Opportunity Employer