



Position: Case Manager / Housing Locator

Scope: To ensure the provision of supportive services for all clients housed at Menchville House.

Essential functions: *(Essential functions may include but are not limited to the functions listed below.)*

- Responsible for coordinating and participating in the application, interview, and orientation for all incoming clients.
- Responsible for overall case management, weekly goal setting, direct services and follow-up meetings with shelter residents and outreach clients
- Coordinate with other staff for the provision of housing, employment, life skills, and transportation.
- Responsible for follow-up with all clients after their departure from the program
- To serve as the primary source of information about all community services that might be helpful for sheltered and outreach clients, maintaining current resource information and means of referral.
- To familiarize clients with the community and Menchville House services; to be a liaison with community agencies to expedite access to services
- Responsible for maintaining statistics, files, records and other documentation required by funders for the provision of rapid rehousing services.
- Responsible for cross training, networking and supporting volunteers and staff to meet Menchville House client needs
- To participate in community education and training, as appropriate

Other Functions:

- Other duties as assigned.
- Participate in ongoing professional development and training
- This position may be required to supervise interns/volunteers, depending on availability.

Educational Requirements:

- Bachelor's degree (Social Work/Human Services) required.
- 3-5 years working with clients in crisis; homeless families preferred

Required Knowledge, Skills and Abilities:

- Must be familiar with Hampton and Newport News community agencies
- Knowledge and experience working with clients/families in crisis.
- Ability to maintain personal and professional boundaries, ensuring that job performance and attitude reflects the philosophy and vision of Menchville House.
- Ability to work with residents from different backgrounds and cultures
- Ability to use sound judgment and discretion in working with clients.
- Ability to follow established procedures to maintain client confidentiality for all work conducted on behalf of Menchville House Ministries.
- Ability to work with colleagues/agency volunteers/interns as a team member.



- Ability to establish and maintain cooperative working relationships with professionals from diverse backgrounds and ability to develop community contacts for resources.
- Detail oriented & strong organizational skills, with the capacity to develop and ensure accurate and timely follow-up as well as documentation.
- Ability to express yourself orally and in writing in a positive manner that well represents Menchville House Ministries, Inc.
- Ability to produce forms, letters and presentations using computer software to include Microsoft Word, Excel and PowerPoint.
- HMIS and Social media knowledge is a plus.
- Ability to operate standard office equipment including desktop personal computer, telephone and fax machine.
- Good driving record, valid driver's license
- Criminal records and CPS check required

Supervision: This position reports to, and receives operational supervision from the Executive Director