

# Midland's Open Door

## Job Description

The life-transforming power of the gospel of Christ calls us to walk with the homeless, hungry and hurting; modeling God's love through biblical hospitality and supportive services.

<b>Position Title</b>	<b>Outreach Case Manager</b>
<b>Supervisor</b>	<b>Director of Shelter &amp; Outreach Programs</b>
<b>Effective Date</b>	<b>06.20.2022</b>
<b>Status</b>	<b>Full-time Non-exempt Employee</b>

### Summary

To assist in fulfilling the purpose and mission of Midland's Open Door (MOD) via direct responsibility for the implementation of crisis case management services for MOD's community guests and case management services for shelter guests.

### Essential Functions

1. Establishes rapport with guests and advocates for their needs as appropriate.
2. Performs assessments, creates and develops goal plans, and provides referrals to area resources to address six service areas:
  - a. Spirituality
  - b. Physical and mental health
  - c. Education, training, and employment
  - d. Financial health
  - e. Housing
  - f. Relationships
3. Maintains guest files as well as detailed documentation of interactions and observations.
4. Maintains case files, ministry records and log books.
5. Collaborates with program leadership to maintain case load.
6. Establishes and maintains working relationships with other service providers in the greater Mid-Michigan area. Represents MOD at cross-agency meetings as assigned.
7. Ministers spiritually to the shelter guests, encouraging Christ-likeness and modeling godly attitudes and behaviors.
8. Administers all aspects of supervising shelter guests at both shelters as needed, including conducting shelter intakes, assigning beds, monitoring behavior, facilitating guest medication management, administering drug screens, completing incident reports, ensuring timely documentation, and supervising work program assignments.
9. Directly supervises meal times, chapel services, MOD program classes and other MOD sponsored activities as needed.
10. Responsible for facility security and guest safety.
11. Responsible for maintaining the cleanliness of the shelter via supervising guests and/or doing the work.
12. Participates in staff meetings and case consultation.
13. Attends MOD sponsored meetings and events, including religious activities, as assigned by supervisor.

14. Ensures proper implementation and use of MOD policies and operating procedures.
15. Assists other departmental ministry work as required.
16. Maintains open and effective communication with peers and all ministry staff.
17. Welcomes, supervises and nurtures the investment of volunteers at MOD, particularly those working in the department related to this position.
18. As a community-based position, the employee will maintain a valid motor vehicle operator license with driving records acceptable according to MOD policy.
19. Primarily a full-time, first shift schedule; however, must be able to work flexible hours to support case management services, shelter operations and special projects or events that are held in the evening or on the weekend. Must participate in Sunday shelter rotation schedule.
20. Works to protect the reputation of the ministry at all times.
21. Performs additional duties as assigned.

### **Qualifications**

- Must provide a clear biblical testimony of a personal experience of receiving, by faith, the Lord Jesus Christ as Savior and give evidence of His presence in daily living (Romans 6:13; Ephesians 4:20-32; Philippians 1:7-11, 3:7-10).
- Actively seek the unity of believers.
- Christian maturity and a member in good standing of a Christ-centered church.
- Possess a desire to serve in meeting the physical, spiritual, emotional and relational needs of the homeless, hungry and hurting; pointing them to Jesus Christ as Savior and Lord and teaching and modeling biblical stewardship and godly, interdependent living.

### **Education and experience**

- Bachelor's degree in a human service field required.
- A minimum of two years of case management or related client advocacy work is required.

### **Skills and abilities**

- Ability to administer the ministry's programs, to institute and interpret the program policies and procedures.
- Ability to establish and maintain effective working relations with peers, volunteers, shelter and soup kitchen guests, and the public.
- Ability to present ideas clearly and concisely orally and in writing.
- Ability to relate to people from diverse backgrounds.
- High personal integrity.
- Effective problem-solving and conflict resolution skills.

### **Physical**

- Sitting or standing for long periods of time to perform job functions.
- Manipulate, handle, feel and control items or equipment.
- Communicate effectively with shelter and soup kitchen guests, coworkers and volunteers.
- Ability to read, write and interpret written documents.
- Occasionally lift and move objects weighing up to 35 pounds.

*Employee Signature:* \_\_\_\_\_

*Date:* \_\_\_\_\_