**Pivotal Point Transitional Housing**

**Job Title: Case Manager (full-time)**

**Reports to: Director of Housing**

**Position Overview**

The Case Manager (CM) is an essential part of the Pivotal Point staff. CM implements the Christ-centered vision and mission of Pivotal Point. The CM supports each client through the program, teaches basic skills and training by addressing the needs of residents to ensure they can become self-sufficient. CM also facilitates transitions to independent living to establish long-term stability for Pivotal Point graduates. It is necessary to be flexible, seeking to meet many needs with a positive attitude and Christlikeness.

**Essential Job Functions**

* Manage the program application process. (review & maintain applications, oversee check-in processes, and communicate with applicants. CM will work with various types of clients.
* Manage move-in & intake processes for newly accepted residents. Examples: Ensure apartments are ready, prepare handbooks, conduct orientations, communicate with staff and volunteers,etc.
* Provide client-specific needs assessments & supportive weekly case management sessions.
* Monitor compliance & accountability of residents and discuss issues & concerns with Director of Housing. Accurate written records of meetings, resident activities, and statistics are essential.
* Organize and oversee weekly life skills classes on a rotation with other staff. Communicate with facilitators, schedule & prepare for monthly celebrations, and teaching classes, as needed.
* Oversee the move-out of graduates that provides necessary resources (such as furniture, deposits, etc.) & attempt to ensure a successful transition to a self-sustaining environment.

**Other Important Job Expectations**

* Maintain professional boundaries with all residents/clients.
* Check in with each resident weekly, illustrate the reasons behind the program rules, lead in personalized goal setting for each family, as well as instilling the hope of success.
* Delegate tasks (sort pantry, thrift store errands, furniture pickups, storage, etc.) to volunteers/interns.
* Develop relationships with community resources & implement programs e.g., tutoring, training, etc.
* Oversee Resident Manager with guidance of Director of Housing

**Requirements and Skills**

* Bachelor’s degree with coursework in social work, sociology, psychology, or equivalent required
* Previous experience working with the disadvantaged and in-service delivery preferred
* Training in Strengths-Based case management preferred
* Dedicated to being an encouraging and uplifting member of the team
* Excellent organizational and time management skills & effective communication skills.
* Problem-solving skills and ability to multi-task and fill in wherever needed
* A positive attitude and the ability to work with people in a small setting
* A Christian commitment to helping people is essential

**Disclaimer**

The above statements are intended to describe the general nature and level of work performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.