



Uintah County

Job Description

Title:	Shelter Case Manager	Code:	546
Division:	Shelter	Effective Date:	5/19
Department:	Commission	Last Revised:	5/19
FLSA Cat:	Non-Exempt	Pay Grade:	15

GENERAL PURPOSE

Performs a variety of **working level para-professional administrative and clerical duties** as needed to assist in the proper management of the transitional shelter.

SUPERVISION RECEIVED

Works under the general supervision of the Shelter Manager.

SUPERVISION EXERCISED

May provide close to general supervision to part time employees and volunteers.

ESSENTIAL FUNCTIONS

Performs case management for individuals and families utilizing shelter services. Utilizes community resources and refers clients to services as needed.

Attends meetings and trainings in order to maintain compliance with applicable regulations.

Conducts background examinations and investigations, financial history examinations, field visits and reference checks in order to assure that applicant(s) are not fraudulent and that other conditions comply with established standards for indigent services.

Assists in the creation of shelter policies and procedures.

Greets individuals or families, making them feel comfortable using the shelter. Maintains shelter activity log.

Creates, maintains, and coordinates resident transition plans to employment and housing.

Coordinates alternative placement for inappropriate shelter applicants or those transitioning from the shelter. Assists in collecting, organizing, disseminating and managing donations.

Ensures residents and the public obey the shelter rules.

Ensures building safety and security at all times.

Provides custodial and minor maintenance tasks including computers, printers, etc, as well keeping the center clean and presentable.

Creates and maintains system for collecting and entering resident data into the Utah State Homeless Management Information System (HMIS).

Process "Wants and Warrants" and inform Shelter Manager of outcome upon receipt.

Copy new resident intake folders, set up files, and create resident copies.

Performs other related duties as assigned.

MINIMUM QUALIFICATIONS

1. Education and Experience:

- A. Associates Degree in job related area;
- AND
- B. Four (4) years of progressively responsible experience performing related duties;
- OR
- C. An equivalent combination of education and experience.

2. Required Knowledge, Skills, and Abilities:

Working knowledge of modern office practices and procedures; grammar, punctuation, English, etc. various the operation of personal computer and various software applications for word processing (MS Word), spread sheets, data base management. **Some knowledge of** general bookkeeping procedures and practices.

Ability to maintain filing and record keeping systems relating to confidential and sensitive materials and information; work with the public, special interest groups and government agencies and develop effective working relationships; communicate effectively, verbally and in writing; operate copy machine and other types of standard office equipment; work under time pressures in meeting deadlines; maintain filing and record keeping system relating to confidential and sensitive materials and information.

3. Special Qualifications: None.

4. Work Environment:

Incumbent of the position performs in a typical office setting with appropriate climate controls. Tasks require variety of physical activities, not generally involving muscular strain, such as walking, standing, stooping, sitting, reaching and lifting. Talking, hearing and seeing are essential to completion of essential functions. Common eye, hand, finger, leg and foot dexterity is required. Mental application utilizes memory for details, verbal instructions, emotional stability, discriminating thinking; guided and creative problem solving.

Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

I _____ have reviewed the above job description. Date: _____
(Employee)