

Job Description for Shelter/Hotel Case Management

Shelter/Hotel Case Management Responsibilities:

Assist in coordinating new guests through intake process:

- Coordinate transportation from shelters to hotels as needed.
- Conduct initial interview with guests to evaluate their needs, connect guest to medical, mental health, housing, education, transportation, and employment resources. Determine best placement within hotel if moving, and work with clients to understand expectations and sign guest contract.
- Resolve conflicts between guests & community/hotel,
- Fulfill guests' immediate needs by preparing and serving meals, and aiding with their hygiene and healthcare needs.

Create and implement systems for guest/resident supports:

- Developing and maintaining relationships with food delivery services
- Assist in keeping guests and staff safe and healthy
- Manage food intake, transport donations from local stores and food drives, distribute food to families and individuals.
- Coordinating food drop offs and pick-ups, ensuring procured food is stored properly and sorted as needed.
- Create opportunities for guest/resident recreation and exercise
- Maintain guest/resident respect for expectations agreed upon in guest contract
- Monitor need for isolation or quarantine and work with local public health, emergency medical, and other local service providers to ensure health and safety for clients and staff
- Develop and assist in implementing housing plans with each client to help them exit to a permanent housing destination
- Work with data coordination team to input relevant information into statewide data base and regional reports

Program Benefits: Competitive

Service Areas: Housing, Homelessness, Emergency Services

Skills:

Public Health, Counseling, Conflict Resolution, Veterans, Social Services, Guest Services.

Service Areas:

Hunger, Housing, Homeless Services