



Position Description

Job Title: Case Manager I
Department: Men's Guest Services
Reports to: Manager, Men's Guest Services
Supervises: N/A
FLSA: Non-exempt; Regular Full-time
Standard Shift: Variable
Pay Grade:

Job Summary:

Oversees and provides an ongoing short-term plan to accomplish an acceptable outcome for exit and independence from LifePath Christian Ministries' Men's Guest Services. Through an initial assessment, begin to understand a guest's spiritual starting point, history, current status of any substance abuse, mental illness, family history as an available resource, income from work or social safety net, legal and financial entanglements, and capacity to work and live independently of LifePath Christian Ministries or other agencies. The overall goal of this position is the coordination of available resources to address both current needs while advocating for long-term solutions. Upholds the Mission Statement of Faith and Code of Conduct at all times.

Essential Duties:

- Model servant leadership
- Complete the full intake process, assess needs, identify barriers, and establish initial mutually agreed upon goals
- Communicate with outside community service providers to receive referrals and coordinate the integration of those guests into the shelter
- In conjunction with guest, interact with other guest service agencies supporting guest's needs
- Work in close contact with the Advancement Department, continually seek additional resources for guests
- Perform administrative tasks, maintain accurate records, and manage relevant data timely and accurately
- Document pertinent actions, conversations, and events on guest's record that facilitates progress toward goal attainment
- Conduct relevant assessments as needed with guests
- Participate in relevant guest Accountability Team Meetings
- Disciple and provide Biblical accountability with guests
- Participate in the development and implementation of guest care policies and protocols to provide clear expectations of both team members and guests
- Participate in general operations of the ministry as a vital member of the team
- Coordinate effective and efficient utilization of social service agencies to achieve goals and remove barriers for guests
- Establish effective relationships of trust with guests
- Actively participate in relevant, cross-departmental meetings, team meetings, and training sessions

- Understand, articulate, and model a perspective that balances the Biblical concepts of grace and justice
- Provide “success” stories and other positive guest progress information to the Advancement Team
- Regular attendance and punctuality are essential requirements of this position

Other Duties:

- Conduct bible studies/classes and related meetings as needed
- Maintain healthy boundaries with guests and team members in accordance with Lifepath’s policy while serving high need individuals in crisis
- Perform other duties as assigned

Performance Standards:

- Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community
- Team player focused on the overall success of the organization
- Ability to encourage and set a positive tone in LifePath Men’s Guest Services
- Excellent organizational and coordinating skills
- Ability to foster a cooperative work environment
- Ability to organize, prioritize, and schedule work assignments
- Knowledge of computerized information systems used in Lifepath’s Men’s Guest Services, e.g. case management software and Microsoft Office suite
- Serve as a model of and set a standard for professional competency, accuracy, and innovation
- Develop and implement proactive strategies address needs in shelter men lives.

Special Skills/Education/Training Requirement:

- Bachelor’s degree from an accredited college or university in related discipline or minimum five years of related experience
- Must have a committed personal relationship with Jesus Christ and belong to a Christian body of believers
- Bible training preferred, demonstrated spiritual maturity required
- Previous rescue mission experience desired

Physical Factors:

- Ability to stand and/or sit for long periods of time, reach, lift, bend, kneel, stoop, climb stairs, push, and pull items weighing 25 pounds or less; manual dexterity; auditory and visual skills; ability to follow written and oral instructions and procedures.
- Excellent reading and writing skills; typing/computer usage; proficient interpersonal relations and communicative skills; ability to follow written and oral instructions and procedures.
- Frequent close quarter with mission guests as they enter and exit the building.
- Fast paced environment; moderate noise level

Working Conditions:

- Inside/outside work environment; may be exposed to weather conditions prevalent at times.
- Overtime is unapproved unless preapproved by Supervisor.

Requirement:

The York Rescue Mission dba **LifePath Christian Ministries** is a privately funded 501 (c)3 non-profit, Christian ministry. Our designated purpose is religious, and we are a Christ-centered ministry which is dedicated to share the Gospel in order to see lives redeemed, renewed and restored, and to celebrate the stories of lives being transformed through relationship with Jesus Christ. We consider every position to be essential in the fulfillment of our ministry and Mission Statement. As such, each employee must have a relationship with Jesus Christ as their personal Savior and Lord. All employees must:

- Be able and willing to share the Gospel and participate in the ministry activities of York Mission dba LifePath Christian Ministries;
- Subscribe to the LifePath Christian Ministries Statement of Faith and Qualifications for Employment upon hire and continuously while employed;
- Adhere to the policies of the LifePath Christian Ministries Employee Handbook.

My signature below acknowledges that I have read and understand the job description as described herein and I affirm that I can fulfill the requirements of this role. I understand that this job description is not all-inclusive, and that employment is always "at will".

Approved: March 2022



Human Resources



CEO

Receipt and Acknowledgement

I acknowledge and understand that:

Receipt of this job description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.

This job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements, and at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.

Job duties, task, work hours, and work requirements may be changed at any time.

Acceptable job performance includes completion of the job responsibilities as well as compliance with the policies, procedures, rules, and regulations of LifePath Christian Ministries.

This job description reflects management's assignment of essential functions. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

I have read and understand this job description.

Print Name: _____

Signature: _____

Date: _____