



CASE MANAGER

Job Description

Organization

The Great Falls Rescue Mission (GFRM) is a Christian, non-profit organization that has been serving the homeless in North Central Montana through emergency services and long-term recovery programs since 1963. GFRM partners with a large number of volunteers and local churches to meet the spiritual needs of the people we serve. The Great Falls Rescue Mission provides a continuum of care specifically tailored to the needs of homeless families offering shelter, meals, intervention, substance abuse recovery, and life skills development.

Summary

The Case Manager is a source of both Biblical and practical support/guidance to the residents of GFRM, including case management, advocacy, mentorship and relationship. This is a full-time, non-exempt position, reporting to the GFRM Operations Director. Compensation is commensurate with skills and experience. This position includes benefits.

Essential Duties & Responsibilities

- Oversee intake and case management for all shelter residents.
- Meet with residents from the Men's Shelter, Women's Shelter, and Cameron Family Center to assess current needs including, but not limited to: Medicaid and all medical, dental and vision needs, Social Security benefits, housing, employment, forms of identification, Guest Participation Savings, legal and education.
- Provide participant intake, screening, assessments, placement and ongoing goal setting and monitoring for homeless single adults and families.
- Assist guests in developing problem solving and goal setting skills by setting small, achievable, time-oriented goals and providing follow-up, accountability, and hands-on assistance as needed.
- Formulate a written tailored plan based on client goals that identifies specific action steps the client needs to take.
- Maintain accurate client case notes, records, pertinent paperwork and records.
- Develop and maintain good relationships with community providers and partner agencies such as housing assistance, employment assistance, Office of Public Assistance, Social Security Administration, local medical and mental health providers, probation, and parole, etc.
- Assure that guests pay participation fees in a timely manner.
- Serve as advocate for resident for needed services.
- Actively represent the mission and remain current in the latest opportunities for our residents by attending collaborative meetings for providers in our area.
- Work with each of the shelter teams, comprising of the shelter director and supervisor staff, in a collaborative partnership regarding individual guest needs, the overall goals and operating standards of that shelter, and in step with the vision of the director and other shelter staff.

- Serve with a Christ-like character at all times, demonstrating the Fruit of the Spirit in all interactions with clients and guests (“love, joy, peace, patience, kindness, goodness, gentleness, faithfulness, and self-control” Gal. 5:22-23)
- Keep GFRM Operations Director and appropriate shelter Directors informed of any problems or potential problems, including drug use and any other discipline issues.
- Conduct self in a safe manner at all times and help maintain a safe working environment at all times.

Other Duties & Responsibilities

- Occasional driving duties, as needed
- Participation in spiritual and professional development training as assigned by the GFRM Operations Director
- Other duties as assigned by GFRM Operations Director

Qualifications

- A solid Bible-based evangelical Christian faith, compatible with GFRM's Statement of Faith
- Must have compatible theology with GFRM's core values
- Valid Montana driver's license and insurable under GFRM's policy
- Be able to serve and work in a cross-cultural environment.
- Must hold a current Montana Driver's license.
- A professional background in Social Services is preferred.

Skills

- Must be able to effectively multi-task, be a team player, have good communication skills, and have strong listening skills
- Excellent people skills, with proven ability to encourage and motivate others
- Teachable spirit and willingness to submit to leadership
- Self-motivated, exhibiting responsibility, maturity, integrity, and dependability
- Genuine burden to have people come to Christ
- Able to counsel, based on Biblical truths and practical tools
- Committed to team participation. Must be effective in working with staff within multiple facilities
- Must be an initiator who can work under deadlines

Physical Demands

- This position requires extended times of work in an office environment, in meetings and working at a desk and computer as well as times out in the community networking with partner agencies.
- In cooperation with other ministry activities, lifting of up to 50 pounds may be required, as well as physical activity associated with ministry events such as setting up tables and chairs, loading and unloading event supplies

Software & Equipment

- Must be familiar with Windows, Microsoft Word, and Excel
- Must be familiar with basic office equipment, such as computers, copiers, and printers

Applications are accepted with your resume attached at the GFRM Administration Office located at 408 2nd Avenue South, EAST ENTRANCE, during normal business hours Monday – Friday, 8:30 am to 5:00pm.

Contact Person: Jeremy Trebas, Operations Director, jeremy.trebas@gfrm.org.