

## Union Gospel Mission of Salem Job Description

**POSITION TITLE:** Guest Services: Case Manager – Women with Children Program  
**MINISTRY DEPARTMENT:** Simonka Place (500)  
**REPORTS TO:** Director of Women’s Ministries  
**FLSA STATUS:** Non-Exempt  
**LOCATION:** Simonka Place  
5119 River Road N, Keizer, OR 97303  
**STATUS:** Full-Time; rotating shifts with other Case Managers to cover evening, night, and weekend shifts.

### **Job Summary:**

Provide case management services for women and children in crisis; working closely with community agencies to help them find safe and appropriate housing.

### **Essential Job Duties:**

1. Manage caseload of individual clients and maintain ongoing client files, including weekly case notes.
2. Support all aspects of ministry related to “Welcome Center Ministry,” to assure adequate coverage in the Welcome Center, reprioritizing as needed.
3. Provide crisis intervention information and referral help.
4. Network with community agencies to establish and build positive working relationships including schools to assure that children’s educational needs are being met.
5. Assist clients to generate an income either through community resources or job search to secure safe and affordable housing.
6. Create client budgets and monitor money management and savings.
7. Attend court hearings for client advocacy when needed.
8. Maintain a positive, encouraging Christian work atmosphere by demonstrating appropriate Customer Service C.A.R.E. standards.
  - A. **Committed** – performs job with integrity – respects and honors others
  - B. **Attentive** – models honesty and courtesy to all. Good listener.
  - C. **Responsive** – Takes responsibility for quality results. Serves effectively.
  - D. **Excellent** – Seeks to improve performance while providing excellent service.
9. Provide clinical case management for all clients.
10. Communicate with all Simonka Place staff through established procedures (log notes, email, weekly staffing meetings).
11. Assist in maintaining the safety and cleanliness of the shelter/facility, including guest bedrooms and common areas.
12. Provide written reports, etc. to Restorative Services Administrator and Director of Women’s Ministries as requested.
13. Assist with other duties as needed and as directed by Director of Women’s Ministries.
14. Attend various Union Gospel Mission functions and meetings as required, including Simonka Place team meetings.



## Union Gospel Mission of Salem Job Description

### **Knowledge, Skills, Abilities:**

1. Experience working with women and children from diverse cultures.
2. Strong interpersonal skills.
3. Ability to work with clients with a variety of behavioral issues.
4. Knowledge of substance abuse and recovery preferred.
5. Good written and oral communication skills.
6. Ability to deal in a respectful, caring manner with clients who are emotionally distraught, sometimes hostile, and/or verbally abusive. Skills in de-escalation are preferred.
7. Working knowledge of services provided by local social service agencies.
8. Basic computer skills, including Microsoft Office 2010 applications (Word, Excel, Outlook).
9. Ability to multi-task, shifting priorities as needed.
10. Valid Oregon Driver's License.
11. Must agree with Union Gospel Mission of Salem's Statement of Faith and Standards of Conduct.

**Education:** AA or AS (2-year degree) in Social Services or similar field of study.

**Experience:** Minimum of one to two years in social work and/or similar field experience preferred.

