

Union Gospel Mission of Salem Job Description

POSITION TITLE: Guest Services: **Case Manager – New Life Fellowship**
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 clinical case management services for high-need clients in crisis; women with physical, mental health and/or developmental disabilities, senior citizens, victims of domestic violence and dual diagnosis.

Essential Job Duties:

1. Manage caseload of individual clients and maintain ongoing client files
2. Network with community agencies to establish and build positive working relationships to support the client in breaking down housing barriers.
3. Assist clients with the Social Security/ Social Security Disability process.
4. Create client budgets and monitor money management and savings.
5. Attend court hearings for client advocacy when needed.
6. 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.
- E. Plan curriculum, prepare for, and teach psycho-educational Program Classes in cooperation with on-site Mental Health Counselor
- F. Plan, prepare for, and facilitate one or more morning devotion per week (one hour in length).
- G. Participate in the NLF intake and advancement process with the NLF team.
- H. Participate in the Peer Support Team process and drug testing, dismissing clients when needed.
- I. Provide written reports, etc. to the Program Manager and/or the Director of Women’s Ministries as requested.
- J. Assist with other duties as needed and as directed by the Director of Women’s Ministries.
- K. Attend various Union Gospel Mission functions and meetings as required, including Simonka Place team meetings.



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Knowledge, Skills, Abilities:

1. Strong interpersonal skills.
2. Ability to work with clients with a variety of behavioral issues.
3. Good written and oral communication skills.
4. Working knowledge of services provided by local social service agencies.
5. Basic computer skills, including Microsoft Office applications (Word, Excel, Outlook).
6. Valid Oregon Driver's License.
7. Must agree with Union Gospel Mission of Salem's Statement of Faith and Standards of Conduct.

Education: Education:

Minimum AS or BS Degree in Social Services, Counseling/Psychology, Biblical Studies, Chemical Dependency (or similar. CADC 1 or 2 certification preferred).

Experience:

Minimum of 3 years of case management (preferably addiction related) or other significant related work in ministry or social service field.

