



JOB DESCRIPTION

Title: Case Management Assistant (CMA)

Reports to: VP of Case Management & Housing

Department: Outreach/Emergency Housing

FSLA Status: Non-Exempt; Full Time

*This position does NOT have remote capabilities

Required Shifts: Overnight; Thursday 4:30 pm to 1 am; Friday 4:30 pm to 1 am; Saturday and Sunday 8:30 pm to 8:30 am

The Case Management Assistant is responsible for maintaining a safe and secure environment in a respectful and dignified manner while supervising and assisting guests in the HEP Adult Dormitory. The Case Management Assistant reports to the VP of Case Management & Housing and works closely with Case Managers, Benefits Specialist and Community Partners. The Case Management Assistant has routine contact with guests, volunteers and donors, assisting Case Managers in finding out guests needs and assists in counseling. The position is focused on supporting the role of the Case Management Department in optimizing the Care Management process and Case Manager efficiency and effectiveness.

Scheduling flexibility is required for this position.

PRINCIPLE JOB DUTIES AND RESPONSIBILITIES:

- Position typically will include overnight and weekend shifts.
- Provide shelter and crisis intervention to address the immediate needs of the chronic and non-chronic homeless population.
- Providing bedding, towels for showers, and personal hygiene needs such as toothbrushes and deodorant.
- Enforce program rules and procedures to ensure compliance inclusive of HEP's substance abuse policy and missed bed check policy.
- Administering medications and recording distribution on an as needed basis.
- Maintain sign-in sheets and enter guest data and information accurately and appropriately.
- Reporting and recording events at the shelter including unusual occurrences or damage.
- Assisting with facility clean up including sleeping areas, kitchen, and bathroom.
- Conduct regular perimeter checks of shelter property and report any irregularities including fire hazards, leaking water pipes, or unlocked doors to the appropriate parties.
- Respond to all off-site calls from HEP residents requesting assistance and visit each offsite property in a timely manner.
- Calling fire or police department in emergency situations.
- Completing monthly fire drills.
- Completing all other duties as assigned by the VP of Case Management and Housing.



EDUCATION, KNOWLEDGE & SKILLS REQUIRED:

- High School Diploma or equivalent preferred.
- One year experience working with adults who have a history of mental health, substance abuse, and/or co-occurring disorders.
- Interest in social work, psychology, sociology and/or related fields preferred.
- Possesses current CPR certificate, or able to obtain one through HEP training.
- Excellent verbal and written skills as well as professionalism in dealing with guests, co-workers, volunteers, and donors required.
- Sensitivity to the cultural diversity of clients to successfully work with diverse racial, ethnic, and economic groups.
- Ability to maintain the privacy and confidentiality of our guests.
- Ability to solve problems independently and promptly take appropriate action.
- Ability to clearly document guest activity and important shelter issues through shelter log entries.
- Ability to resolve conflicts while maintaining the dignity of our guests and the procedures of the shelter.
- Ability to coordinate, analyze, observe, make decisions, and meet deadlines in a timely manner.
- Attend required staff Meetings to keep informed on any shelter policy or procedures changes.
- Ability to work independently without supervision and in a team setting.
- Proficiency in Microsoft 365.
- Bilingual a plus but not required for position.

PHYSICAL DEMANDS & WORKING CONDITIONS:

- Up to 75% of the shift requires moving about on foot.
- Sitting, standing, bending, reaching, stooping, etc.
- The physical environment requires the employee to work both inside and outside in heat, wet/humid, and dry/arid conditions.
- Able to lift 35 pounds with ease; Anything above 35 pounds requires a team lift.
- Walking on uneven surfaces around the HEP campus.
- Must be able to successfully pass a background check, alcohol and drug screening.

The above declarations are not intended to be an “all-inclusive” list of duties and responsibilities of the job described, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended only to describe the general nature of the job and be a reasonable representation of its activities.

HEP is a Drug Free Workplace and Equal Opportunity Employer. HEP does not discriminate against any class of protected persons covered by applicable law in its hiring and/or advancement opportunities. HEP encourages people of all minority statuses to apply.

