



BRINGING THE COMMUNITY TOGETHER TO END HOMELESSNESS

Men's Shelter of Charlotte/Urban Ministry Center

Ending homelessness is a bold and complex undertaking. It requires heart, collaboration and resources. But when we dream big, amazing things happen. That's why, we are excited to announce that Urban Ministry Center and Men's Shelter of Charlotte have joined forces to become one organization. Our organization will continue to provide all of the services we currently offer, and as one entity will increase our impact in finding and creating permanent housing solutions for the most vulnerable members of our community. We will combine our talent, services and leadership to elevate our quest to end homelessness in the Charlotte region.

POSITION SUMMARY:

The Urban Ministry Center/Men's Shelter of Charlotte is hiring a case manager for its Scattered Site Housing program, a permanent supportive housing program that addresses chronic homelessness by providing subsidized housing and support services.

ESSENTIAL FUNCTIONS:

- Provide case management services to help participants successfully transition from chronic homelessness to housing. Manage a case load of 15 -17 individuals.
- Assist individuals in locating housing, including liaising and advocating with landlords and assisting with completing apartment applications.
- Conduct home visits with participant several times a week for first months and provide evidence-based treatment services to assist with stabilization and transition. Home visits may decrease over time as a person becomes more stable in housing.
- Assess medical needs and ensure that they are linked to appropriate primary care and specialty services. Follow up with participant medical care and pharmacy to guarantee they have needed medication. Provide medication education.
- Provide ongoing evaluation of any presenting psychiatric or addiction symptoms and assess need for supportive services. Link clients to internal and external resources, including mental health and addiction treatment services.
- Maintain program participant records, including comprehensive assessments, clinical progress notes, statistical/demographic information, and specific, achievable and measurable client-centered plans.

PO Box 31335, Charlotte, NC 28231
www.urbanministrycenter.org

PO Box 36471, Charlotte, NC 28236
www.mensshelterofcharlotte.org

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- Assist people with efforts to increase self-sufficiency, including applying for public benefits and pursuing educational and vocational goals.
- Perform risk management duties to promote health and safety onsite. Coordinate with apartment maintenance staff when needed and assist participants in making work requests and filing grievances as needed.
- Respond appropriately to resident emergencies, conflicts, and behavioral concerns or conflicts. Use crisis prevention and intervention techniques to handle acute incidents of physical and mental health crisis and aggression.
- Engage participants in their homes and in the general community.
- Assist participants in renewing their voluntary commitments in the lease and program guidelines.

EDUCATION, EXPERIENCE AND SKILLS REQUIRED:

- Bachelor's or master's degree in a human services field OR commensurate experience in lieu of degree.
- Minimum of three years case management experience as well as past experience with chronically homeless adults, severe & persistent mental illness, and/or substance abuse.
- Experience with harm reduction principles and motivational interviewing and a demonstrated commitment to the housing first philosophy.
- Working knowledge of service/systems organizations involved in the welfare of chronically homeless people in the Charlotte Mecklenburg area.
- Ability to work independently and collaboratively with clients as well as service providers.
- Ability to handle and prioritize multiple tasks.
- Self-starter with excellent problem-solving and crisis management skills
- Valid driver's license and safe driving record;
- Strong verbal and written communication skills, including computer proficiency.

APPLICATIONS FOR OPEN POSITIONS:

- If you are interested in applying, submit your resume and cover letter to Resumes@MensShelterofCharlotte.org. In the subject field, specify which position you are applying for.

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