



Job Description

CASE MANAGER – Drop In Center

Department: Programs	Location:	Date: February 2024
Reports To: Director of Programs	FLSA Status / Salary Grade: Non-Exempt	
Full-time <u>X</u>	Part-time _____	Seasonal/Temporary _____
		BFOQ: Christian/Faith-aligned

SUMMARY OF POSITION:

Provide oversight to our Drop In Center to ensure that guests are warmly greeted and treated with compassion and respect. Ensure that the Gospel is clearly shared and that activities in the Drop In Center are positive, encouraging and God-honoring. Work with individuals who come to our Drop In Center to ascertain needs and provide referrals and case management to help individuals become stable and able to meet their needs.

DUTIES AND RESPONSIBILITIES

- Ensure that the environment of the Drop In Center is safe and welcoming
 - Coordinate activities to ensure that the Gospel is shared
 - Ensure that all music and viewing on monitor/television are Christian or positive/God-honoring
 - Work with volunteers and others to serve in the DIC
- Interview guests to ascertain their needs.
- Provide case management and referrals to procure needed services for guests including physical health, substance abuse and recovery, housing, employment, legal, mental/emotional needs and services, and other as applicable.
 - Identify if guests are interested in our longer term programming.
 - Maintain current and complete case notes and records for guests.
 - Complete program reports and submit by deadline for compilation of monthly reports.
 - Network with related service providers within community to access needed services for guests.
- Lead a regular devotional and Bible study for guests in the DIC.
- Assist clients with voucher needs, clothing, furniture etc.
- Meet with Program team weekly to discuss residents and guests in order to provide the most excellent and comprehensive service available. Attend and participate in case conferences as requested.
- Complete monthly and year-end program statistical information and submit by deadline for compilation of reports.
- Attend staff meetings and perform other duties as requested.

SKILLS AND QUALIFICATIONS

- A personal relationship and commitment to Jesus Christ that is demonstrated by a lifestyle of obedience to God's Word
- Grounded in the Christian faith as a mature, active member of the body of Christ; good familiarity with God's Word
- Must have a teachable spirit and work well in a team
- Excellent ability to set, hold, model, and honor healthy boundaries
- Solid knowledge of community resources.
- Strong interpersonal skills, able to listen and guide/counsel according to Biblical principles and individual client needs; able to establish and maintain strong relationships within the community
- Considerable knowledge of recovery, addiction, and mental illness
- Strong resource acquisition and coordination abilities
- Ability to handle multiple tasks simultaneously and work in a sometimes unpredictable work environment
- Honest, perceptive, adaptive, objective, and trustworthy

- Organization with regard to people, things, and information, including excellent time management skills
- Computer literate - proficient in word, excel, and internet
- Must have and maintain a valid Illinois driver's license and record acceptable to MSM insurance carrier
- Willing to submit to a fingerprint background clearance process

WORKING CONDITIONS/PHYSICAL FACTORS

Occasionally = 1%-33%; Frequently = 34%-66%; Continuously = 67%-100%

Work is primarily indoors with frequent traffic moving in and through the Drop In Center

Contact with street population - *continuously*

Environment odorous due to lack of personal hygiene and intoxication – *frequently*

Speak, think, hear – *continuously*

Lift and carry up to approximately 40lbs - *occasionally*

EDUCATION/EXPERIENCE:

Bachelor's degree or equivalent related experience in social work, sociology, addiction recovery, human services or related field required

Christian counseling, Biblical studies training, addiction and recovery counseling, and working with in recovery ministry are desirable.

CAC, LPC, LAC, LCSW, or MSW degree/licensing is a plus

Two+ years prior related experience OR any equivalent combination of education and experience

Faith-Alignment Requirement:

MorningStar Mission Ministries is a privately funded 501 (c)3 non-profit, non-denominational Christian ministry. Our designated purpose is religious and we are a Christ-centered ministry which is dedicated to sharing the Gospel and relieving the physical and spiritual needs of the poor. We consider every position to be essential in the fulfillment of our ministry. As such, each employee (other than temporary or part-time thrift workers) must have a relationship with Jesus Christ as their personal Savior and Lord. All employees must:

- Be able and willing to share the Gospel and participate in all of the ministry activities of the MorningStar Mission;
- Subscribe to the MorningStar Mission Statement of Faith and Qualifications for Employment upon hire and continuously while employed;
- Adhere to the MorningStar Mission Employee Handbook.