



Position: Emergency Shelter Case Manager

DEPARTMENT: Programs

REPORTS TO: Shelter Director

FLSA STATUS: Exempt Nonexempt

SUPERVISORY RESPONSIBILITIES: Yes No

JOB SUMMARY:

We are seeking a dedicated and energetic Case Manager to join our team and make a meaningful difference in the lives of families with children who are experiencing housing instability or other social challenges. In this vital role, you will coordinate services, advocate for clients, and collaborate with landlords, property management teams, and community organizations to ensure clients receive the support they need to achieve stability and independence. Your proactive approach and compassionate communication will help foster positive outcomes for those we serve. This position offers an exciting opportunity to work in a dynamic environment committed to social impact and community well-being.

JOB DUTIES/RESPONSIBILITIES:

- Provide guidance and support with compassion and empathy to families in care.
- Apply motivational interviewing techniques to empower clients toward positive behavioral change and increased self-sufficiency.
- Conduct initial shelter enrollment meetings to:
 - Discuss program/support expectations;
 - Start rapport building;
 - Set transition date;
 - Set Goals.
- Provide intensive, short-term case management for a case load of 24 families weekly.
- Provide Family Gateway services/community referrals.
- Work with families to create and maintain solution-focused action plans to aid their smooth transition from shelter.
- Provide children and their families with daily action items that will:
 - Assist in minimizing time in an emergency shelter setting;
 - Support youth stability by way of school/daycare enrollment;
 - Empower families to gain community support and networks that will increase chances for long-term stability.

- Utilizing the trauma-informed care model, provide solution-focused crisis plans as needed.
- Encourage families on their journey to new housing and increased self-sufficiency.
- Conduct office/room visits on a bi-weekly basis (on a rotating schedule, one week in the room, one week in the office).
- Gather documents that will expedite housing/shelter options in the community.
- Provide support to front-end staff to ensure families are following shelter policies.
- Encourage proactive mental & medical health care.
- De-escalate and provide forward-thinking mediation during times of conflict amongst families/adults/youth.
- Foster relationships with agencies that will provide ongoing supportive services.
- Maintain Data in Homeless Information System, including:
 - Encounters
 - Income/Non-cash benefits
 - Contact information
 - CAS updates
 - Services
- Create and organize files for families, uploading documentation to the electronic filing system.
- Attend meetings and trainings that will promote agency and personal growth.
- Other duties as assigned.

EDUCATION, EXPERIENCE, & REQUIREMENTS:

- Candidate should have a bachelor's degree with at least 2 years in a shelter/residential environment; professional experience may be substituted for education.
- Candidate should be passionate about serving others, especially vulnerable populations and those who have experienced/are experiencing trauma.
- Candidate must be able to work under a great amount of pressure and accomplish multiple tasks in a short amount of time.
- Candidate MUST be highly organized.
- Candidate MUST have intermediate to advanced typing and Microsoft Suite skills.

LOCATION:

- Family Gateway North (FGN): 19373 Preston Road, Dallas, TX 75252

WORKING CONDITIONS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To apply, send cover letter and resume to tdurant@familygateway.org.