

## Friendship House, Inc.

Every person deserves a place they can call home. We are committed to uniting people facing homelessness to loving, supportive communities they can call home.

### Duties & Expectations for Empowerment Center Case Manager

Case Managers are expected to have a high level of patience, compassion, work ethic, boundaries and professionalism. Due to the potential intense level of expected output and the vulnerable population served, these attributes are critical for success.

A successful Empowerment Center Case Manager will show competency and ability in four areas:

- 1) Offering hospitality to clients
- 2) Performing case work for clients
- 3) General housekeeping at site
- 4) Ability to work with coworkers, staff, and volunteers

#### 1) Hospitality

- Provide assistance to manager on site to ensure clients are getting checked in and welcomed
- Treat each client with respect, equally and inclusively
- Ensure clients are following rules and needs are appropriately met
- Introduce yourself to clients new to Friendship House and let that person know who we are and services provided
- Talk to clients to learn their name and stories
- Ensure clients stay where they are allowed in building
- Assist with making hot and cold drinks
- Refill paper products as needed
- Check clients are not hanging around outside of building where not allowed

#### 2) Case Work

Use the Friendship House empowerment method to offer:

- Intakes: have a brief yet informative intake with every client to obtain their personal information and gather enough information to understand what the client is in need of; ensure all information is appropriately entered into database; scan documentation and save to client's file
- Assessments: after or part of an intake provide an assessment of the client's situation to make an appropriate recommendation; learn the client's story – past, present, and their goals
- Consultations/ Planning: after or part of assessment offer suggestions for pathways forward for client; work with client on the agreed upon pathway by

suggesting tasks and goals; provide follow up meetings; check in with client periodically to see how they are doing on their tasks and goals

- Financial assistance/ Housing: Use the Friendship House financial guidelines to assess client needs based on budget and forecasting; if client is in need of housing, provide assistance with client on potential options; utilize existing resources and referrals to find out what programs the client could qualify for; understand resources that exist for clients including financial assistance and housing programs
- Home base: be available to assist in the computer lab, provide job search skills, offer assistance with resume writing, give guidance on oral and written etiquette, provide support and guidance for job interviews, assist with determination of bus tickets, assist with giving of mail, use of phone and fax machine, manage clothing orders from the Friendship House Clothing Bank, assist clients with obtaining IDs, birth certificates, social security cards and other materials necessary for improving their situation
- Referrals: provide referrals when appropriate for services not offered at Friendship House or when collaboration of other organizations is useful or needed
- Put all client information in database as instructed
- Provide updates on client in database every time the client is seen at *any* Friendship House site

### 3) Housekeeping

- At the end of every shift, clean up your work space and ensure supplies are replenished
- At the end of the day vacuum/ sweep floors, wipe down tables, wipe down chairs when needed, clean the bathroom and shower area (if center has shower)
- Wipe down computer room, computers, and laptops
- Ensure the kitchen/ kitchenette is cleaned thoroughly if used (if center has one)
- Empty trash cans and take trash bags outside
- Ensure everything is locked as needed

### 4) Working with Others

- Show support to co-workers
- Ensure to pass on knowledge to coworkers regarding outstanding case work, especially if a coworker works a shift after yours
- Confer with others about cases you are working on to solicit feedback, ideas, and suggestions
- Attend staff meetings and be a proactive member during meetings
- Greet volunteers and, when new, ensure they have a clear understanding of what to do and where to go
- Support interns

