



Position Title: Guest Services Case Manager

Location: Main building, 600 N. Kansas Ave.

Reports to: Director, Guest Services

Date: October 25, 2024

POSITION VERSE:

“Where there is no counsel, the people fall; But in the multitude of counselors there is safety.” Proverbs 11:14

SUMMARY OF RESPONSIBILITIES:

This ministry position will be a part of the Guest Services Team (GST). The Guest Services Case Manager will be responsible for formulating a Stabilization Plan for each guest on their caseload and assisting/guiding the guest to adhere to goals that will help them complete their Stabilization Plan. They will act as an advocate for the guests on their caseload and make sure they receive the right care and resources for their situation based on their client’s needs. Along with all other ministry positions, there is an expectation of sharing the love of Jesus Christ with the guests and visitors of the Topeka Rescue Mission.

SPECIFIC DUTIES AND RESPONSIBILITIES:

- Meet with incoming guests to complete or update their Intake.
- Assess guest physical and mental wellness, needs, preferences and abilities and use findings to develop tailored stabilization plans.
- Listen to clients’ concerns and provide resources, direction, or intervention as required.
- Work with clients, their support networks, and health care professionals to put stabilization plans in place.
- Communicate with Shelter Management Staff and GST Director concerning any guest concerns.
- Using Client Track, record each interaction with guest including their progress, referrals, and other notable interactions.
- Evaluate guests progress periodically, at least monthly, and adjust stabilization plan as needed to improve guest stabilization.
- Follow up with discharged guests at 1 week, 1 month, 6 months and 1 year to ensure they remain stabilized with services and still in good physical and mental health.
- Maintain a caseload of approximately 30 guests.
- Assist the guests with needs such as Wi-Fi request, bus tickets, late or overnight passes, sack lunch request, etc.
- Maintain an organized guest appointment calendar.
- Attend meetings as directed by your supervisor.
- Promote a cooperative work environment with and between the Guest Services Team, all other TRM departments, the community, and other outside agencies.
- Daily check the GST mailboxes and file or re-direct documents as needed.
- Be familiar with all fire and other emergency procedures to safely evacuate guests or relocate guests when needed for safety.
- Perform other duties as assigned.



EDUCATION AND EXPERIENCE:

- High School diploma or successful GED completion required.
- 2 years' experience working with at-risk populations in preventing, defusing, or resolving conflict between individuals or crisis situations with grace and accountability preferred.

SKILLS, KNOWLEDGE AND ABILITIES:

- A heart of compassion, caring, love and ministry must be a part of this individuals' life and in dealing with others
- Provide positive reinforcement and motivation to encourage clients to follow their Stabilization plan
- Organizational skills to manage several different cases at once.
- Basic computer and typing skills needed in data entry for input of guest records, writing Incident Reports, filling out forms and paperwork, etc.
- Must be organized and skilled in preparing, organizing, and management of paperwork and information about many diverse individuals
- Ability to maintain strict confidentiality of written, electronic, and verbal communications
- Ability to work as a member of a team, inspiring trust and speaking truth
- Excellent listening and communication skills, to include verbal, written and electronic communication skills

LICENSES AND CERTIFICATIONS:

Must have valid driver's license and have ability to meet requirements to be added to TRM's vehicle insurance policies

WORKING CONDITIONS & PHYSICAL DEMANDS:

- Ability to lift and carry 30 pounds at times
- Working from a desk much of the time but must be able to move about and between several buildings over several hundred yards in distance