

**Position Title:** Case Manager

**Reports To:** ODB Executive Director

**General Description:**

Our Daily Bread (ODB) a Denton community soup kitchen and resource center, and the Monsignor King Outreach Center (MKOC) one of Denton's emergency shelters, are teaming up to hire a full-time, housing-focused Case Manager. ODB and MKOC serve clients who are experiencing homelessness, at risk of experiencing homelessness and/or living in poverty.

The Case Manager will connect clients experiencing or at-risk of homelessness with the tools and resources to access and maintain stable housing. The Case Manager will link ODB & MKOC clients to community services and housing to improve their social, economic, financial and education status. The position coordinates services for clients in a holistic and a people-centered way, meeting individuals "where they are" and providing non-judgmental, non-coercive services and resources. The Case Manager will develop individualized goals for enrichment, stability and wellness, and evaluate progress.

**Responsibilities:**

- Client interview, intake, assessment of needs.
- Development and implementation of individualized service plans, including monitoring the clients needs and progress and adjusting the plan as needed
- Personal advocacy for the client, interceding on their behalf to ensure access to timely and appropriate services
- Making connections with community partners and resources
- Meeting directly with clients frequently and regularly at ODB, MKOC, in the community, office or home
- Provide crisis intervention as needed
- Maintain updated and accurate client files and documentation, including records in the HMIS (Homeless Management Information System) and Coordinated Entry
- Provide supportive case management.
- Participate in community case conferencing meetings and assist in prioritizing households for available housing resources

**Qualifications:**

- Bachelor's degree in social work, administrative or closely related field
- Prior case management experience working with households currently experiencing or at-risk of homelessness is preferred
- A working knowledge of area resources for client services
- Experience conducting data-focused social and behavioral human service program performance measurement and evaluation
- Ability to work collaboratively across two partner organizations, ODB & MKOC, with their staff, volunteers and clients
- Strong oral and written communication skills including experience making formal presentations to diverse audiences, strong problem solving and interpersonal skills; ability to work independently and as part of a team.
- Working knowledge of Microsoft Office Suite
- HMIS or other database experience strongly desired

**Application Procedure:** Please submit cover letter and resume to [odbexecdirector@gmail.com](mailto:odbexecdirector@gmail.com)