Seasonal Senior Case Manager/Program Director, LCSW
Rainbow Place Shelter
Rockville - MD (United States)

Great opportunity, flexible, only work half the year!

The mission of Rainbow Place Shelter is to provide women emergency overnight shelter during the hypothermia season and assist them as they transition to a better quality of life. Started in 1982, Rainbow Place has grown and become part of a broad coalition of nonprofits and governmental organizations that work together to provide services for women experiencing homelessness in Montgomery County, Maryland. The Shelter is open from 7 pm to 7 am November 1 through April 1.

Rainbow Place Shelter is seeking a full-time seasonal Senior Case Manager/possibly Program Director, preferably an LCSW, to provide guidance and consultation to frontline staff for best serving shelter guests, while also assisting with assessment, engagement, and case management services to enable them to improve stability in the areas of housing, finances, mental and physical health. This person will assist the Executive Director in the supervision of several part-time case managers. Together, the case management team will engage shelter guests, collaborate with community providers to help clients access resources, promote self-sufficiency, increase life skills, and gain stable housing. Shelter guests may have diagnosed mental illness as well as possible co-occurring substance use disorder, and/or other medical conditions. This position reports directly to the Executive Director.

Duties and responsibilities include but are not limited to:

- Work with clients to identify short and long-term goals, develop written case plan with clients, provide support, advocacy, and access to necessary resources to achieve those goals, and meet regularly to facilitate and monitor progress toward those goals
- Become knowledgeable of community resources and collaborate with other disciplines including substance use, legal, medical, educational, vocational, mental health and other service providers to meet clients’ needs
- Make appropriate referrals for emotional, substance use, legal, medical, dental, educational, vocational, and housing needs
- Assist with intakes as needed and be responsible for reviewing all new shelter intakes
- Maintain current housing and other resource information and referral information
- Create and maintain complete, accurate and up-to-date case records, including, but not limited to the Homeless Management Information System (HMIS) and internal databases
- Proactively manage potential and actual conflicts among clients
- Respond to calls from the Montgomery County Crisis Center, therapists, local hospitals and treatment facilities, etc. to ensure appropriate discharge and continuity of services
- Keep informed by reading nightly log notes, alert pages, and emails daily

Maintain confidentiality of clients at all times in and outside of work environment
- Establish and maintain positive professional rapport with constituents at all times
- Attend and participate in staff meetings, supervisory meetings, the Continuum of Care Coordinated Entry System Meeting every other Wednesday morning, and other meetings and trainings as assigned
- Other related duties as identified and assigned

Strongly Preferred:
LCSW

Required:
Strong communication skills, both verbal and written
Proficiency in maintaining accurate client records using client database and the Homeless Management Information System (HMIS)
Proficient computer skills including Microsoft Office
Ability to prepare clear, concise, and accurate reports, correspondence, and other job related documents
Self-motivated and able to work well independently and as part of a team

Preferred but not required:
First Aid and CPR certified
Mental Health First Aid certified
Bilingual or multilingual

WORK HOURS AND ENVIRONMENT: This position is full-time during the hypothermia season, flexible, 40 hours per week.

To apply, please email cover letter and resume to Lauren@rainbowplace.org