



Job Title:	Street Outreach Case Manager	Supervisor:	Program Director
Department/Group:	Shelter/Micah Center	Location:	700 E. Walnut St., Green Bay, WI 54301 411 St. John St., Green Bay, WI 54301
Travel Required:	Greater than 50% of the time	Position Type:	Part-Time; 15-19hrs per week
Will Train Applicant(s):	Yes	HR Contact:	Stephanie Kleman
Date posted:	Monday, August 26, 2019	Posting Expires:	Open Until Filled

To apply, complete our online application and attach a cover letter and resume.

Job Description

ROLE AND RESPONSIBILITIES

Under direct guidance of the Program Director, the Street Outreach Case Manager will function as direct service support for St. John’s Homeless Shelter including street outreach. Work includes engaging with unsheltered individuals (or otherwise unstably housed) surviving on the streets of Brown County. The position is responsible for working collaboratively with staff and other service providers in the community. It is also responsible for ensuring documentation, data tracking and reports for Outreach contracts and grants are prepared accurately and timely.

The Street Outreach Case Manager will be excellent at engagement and performing case management activities including developing positive, trusting relationships with individuals experiencing homelessness to better understand their basic needs, creating linkages to community resources, crisis prevention and intervention.

- Support outreach efforts to help unsheltered homeless individuals utilize appropriate community resources, including neighborhood parks, association meetings, library drop-ins and meal sites.
- Maintain a strong understanding of best practices in the fields with regard to engagement, outreach and intervention strategies.
- Develop and maintain strong collaborative relationships with staff from local and state resources through attendance of case management meetings, staff meetings and any meetings pertinent to unsheltered homeless individuals.
- Maintain a strong understanding of community housing resources, mental health issues and state and county resources available to unsheltered homeless individuals
- Ensure that all written correspondence, demographic and reporting data, statistics, contract reports and all other documentation are completed and submitted for review in an accurate and timely manner.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- Bachelor’s degree in Social Work required
- Minimum of 2 years’ experience in a similar role.
- Experience working with clients with mental health and or substance abuse issues
- Must have a valid driver’s license, insurance and reliable transportation

ABILITIES

- Demonstrated ability to maintain order and exercise appropriate judgment in crisis situations, including the physical ability to intervene in critical or emergency situations.
- Ability to communicate effectively with individuals experiencing homelessness and community-based agencies including law enforcement.

411 St John St.
Green Bay, WI 54301
920.436.9344

700 E Walnut St.
Green Bay, WI 54301
920.617.8700

413 Dousman St.
Green Bay, WI 54303
920.857.9587



- Knowledge of community resources including the justice department, service systems, educational institutions, emergency shelters, job skills development agencies, transportation resources, health clinics and relevant state agencies.
- Ability to prepare concise, thorough referrals, reports and communicate. Strong desire to assist and aid individuals experiencing homelessness to increasingly positive life choices.
- Must be computer literate, capable of data entry and navigating multiple operating systems (Including, but not limited to the State HMIS system)
- Establish and maintain professional boundaries with guests, volunteers and co-workers
- Effectively coordinate and work in a positive manner

PHYSICAL/VISUAL/MENTAL DEMANDS:

Must be willing to transport program participants, be willing to work with chronically homeless individuals with disabilities (physical, mental and/or substance abuse) who may or may not have criminal backgrounds.

TYPICAL WORKING CONDITIONS:

Time will be spent outside directly working with individuals experiencing homelessness. It includes days, nights, swing weekends and holidays with a variable schedule. Approximately 15-19 hours/week

NATURE OF SUPERVISION RECEIVED:

Works under the direction of the Program Director

JUDGMENT EXERCISED/DECISIONS MADE:

Scope of judgement to be exercised varies with project and growth in position knowledge. Employee is expected to take initiative and make decisions based on organizations rules, policies and procedures.

FINANCIAL RESPONSIBILITY:

Responsible to accurately complete time sheet (hours worked) by established deadline.

SUPERVISION EXERCISED/NUMBER OF EMPLOYEES SUPERVISED:

No direct supervision exercised

ADDITIONAL NOTES

None

Reviewed and Approved By:	Alexia Wood	Date:	December 17, 2018
Last Updated By:	Stephanie Kleman	Date/Time:	12/17/2018