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| **Job Title** | New Life Case Manager—MEN  |  | **Job Purpose** |
| **Department** | New Life / Programs |  | This position provides guidance and advocacy for clients in the context of a year-long residential, intensive, discipleship and recovery program. |
| **Location** | 1300 N 1st St Yakima, WA 98901 |  |
| **Reports to** | New Life Program Manager |  |
| **Classification** | Exempt |  |
| **Salary Grade** | B |  |

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| **Union Gospel Mission Purpose, Vision, and Value Statement** |
| Our mission is to follow Christ in helping people move from homelessness to wholeness, so that every homeless person in Yakima County has the opportunity for permanent life transformation in Jesus Christ. All Mission programs and services are based on Christian values and a commitment to quality. Clients are our primary focus; love, professionalism, and outcomes are our core values. Relationships are the context, the engine, and the reward of the change we exist to produce.  |
| **Qualifications** |
| * Bachelor’s degree in a related field preferred, with additional specific training and experience in the fields of homelessness, chemical addiction, mental health, childhood trauma and poverty.
* Familiarity with basic case management and counseling techniques.
* Some knowledge of mental health conditions, ACE’s, Motivational Interviewing, and development of strengths-based treatment plans is preferred.
* Strong organizational, customer service, and interpersonal skills, high level of professionalism and the ability to maintain confidentiality required.
* Excellent written and verbal communication skills, proven leadership.
* Ability to work alongside, mentor and supervise volunteers and program clients representing a variety of backgrounds - cultural, economic, and addiction recovery.
* Ability to work independently under the pressure of deadlines, interruptions and changing priorities while maintaining a strong attention to detail. Reliable, resourceful, flexible.
* Proficiency with Microsoft Office products.
* Job specific qualifications: Valid WDL, good driving record, proof of insurance.
* Personal ethos and work ethic should reflect YUGM’s Core Values of Love, Professionalism and Outcomes.
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| **Duties and Responsibilities** |
| **Culture Work*** Establish professional, caring, strengths-based relationships built on truth, respect, encouragement, and trust.
* Maintain a high level of integrity in modeling and promoting the Mission’s Christian culture, core values, policies, and procedures.
* Ministering to our clients, showing them kindness and grace.
* Accept clients where they are and use professional skills to guide each one in the process of change with the goals of clients in mind.
* Create and maintain a culture of safety and trust, making client-centered decisions.

**Team Work*** Work in a supportive capacity with supervisor and co-workers to solve departmental problems and accomplish shared goals in pursuit of established priorities.
* Support each other as employees and collaborate in establishing best practices and ensuring best outcomes for the people we serve.
* Meet regularly to discuss client needs and share ideas, successes, and challenges to support each other, learn from each other and hold each other accountable to providing our best for our clients.

**Direct Work*****Clients**** Perform formal intakes into New Life program.
* Provide one-on-one case management.
	+ Coach clients through *The Genesis Process* relapse prevention curriculum.
	+ Teach group classes in biblical studies, life skills, addiction/recovery, etc.
	+ Document client sessions using DAP format electronic case notes.
	+ Assess client’s readiness to move from one phase of program to another.
	+ Provide spiritual guidance and support.
	+ Maintain appropriate client confidentiality.
	+ Display sound ethical standards and integrity.
* Provide accountability for clients and consistently confront behaviors in a safe manner.
	+ Administer U/A screenings to New Life program clients.
	+ Perform welfare and accountability checks in client rooms.
	+ Oversee client residences and maintain standard of resident rooms, lounge and recreation areas.
* Meet regularly for supervision with Program Manager.

***Co-Workers & Community**** Contribute to team-oriented work culture through feedback and participation.
	+ Communicate promptly with other staff and organizations via email, phone, letter or in person.
	+ Support the mission and goals of the organization by tracking and providing relevant data as defined by Program Manager.
	+ Coordinate care with community partners such as mental health agencies, parole officers, or social service organizations.
* Work to support and develop high-impact volunteers.
* Attend all mission events as required by Program Manager.
	+ Participate in additional professional skills development and training as needed.
	+ Other duties as assigned.
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| **Direct Reports** |
| * Reports to New Life Program Manager.
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| **Working Conditions** |
| The primary duties of this position are performed in a well-lighted, temperature-controlled environment. The noise level in the environment is usually moderate. May also be required to be outdoors inclement weather and work irregular hours.  |

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| **Essential Requirements/Competencies** |
| To perform the job successfully, an individual should demonstrate the following competencies:**LOVE*** Improves the reputation of Christ by personal interactions with others.

**PROFESSIONALISM*** Is consistently at work and on time.
* Arrives at meetings and appointments on time.
* Meets deadlines and fulfills commitments with thorough follow-through.
* Proactively measures work to ensure learning, improvement and success
* Communicates effectively in written form
* Interacts well with staff members, clients, donors, and the public.
* Professionalism in manner and dress.
* Communicates effectively in written form.

**LEADERSHIP*** Meets deadlines.
* Thinks creatively.
* Plans strategically.
* Executes tasks thoroughly.
* Can handle high pressure and stressful situations.
* Sets a godly example for staff and clients.
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| **Physical Requirements** |
| **Daily Physical Demands*** Sit and review information on a computer screen or on paper
* See and hear.
* Speak English clearly and fluently. Spanish language competency is helpful.
* Walk, climb, balance and stoop, reach with hands and arms, use hands to finger, handle or feel.
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| **Staff Signature:** |  |
| **Print Staff Name:** |  |
| **Supervisor Signature:** |  |
| **Print Supervisor Name:** |  |
| **Date:**  |  |