

LightHouse Director of Case Management

Organization Profile:

LightHouse Women and Children's Center is a new venture of Hope Rescue Mission in Reading, PA to provide emergency and transitional housing for unsheltered women and children. Hope Rescue Mission is a faith-based nonprofit organization that has been operating for 129 years to serve homeless men in Berks County. LightHouse will provide services to single women, women with children and unaccompanied youth in a new building where each family will receive their own private room. They will be given a safe place to stay where they will be treated with compassion and dignity. We are looking to hire dedicated employees who are committed to making a difference in the lives of those who will be staying at LightHouse. Every day we will work together to create a culture that allows our guests and team members to grow and reach their full potential.

Job Summary:

The Director of Case Management is responsible for overseeing the case management team for the LightHouse Women and Children's Center as well as creating and maintaining a dynamic work culture by instilling a team-oriented sense of camaraderie and positive guest relationships. The Director of Case Management supervises and oversees the work activities of the case management team. This includes providing direction to staff regarding case management, discharge planning, and connection to social services with Berks County. This individual will be responsible for adherence to financial budgets and cost controls, ensuring cost effectiveness and spending throughout their area of oversight. They will work collaboratively with leadership to oversee the around-the-clock operations of the LightHouse Women and Children's Center. The Director of Case Management will report directly to the Executive Director of the LightHouse Women and Children's Center.

Duties and Responsibilities:

- Provide daily operations oversight to the LightHouse case management team.
- Monitor the operating budget ensuring adequate resources for case management activities.
- Hire, train and manage a team of case managers, evaluating performance and preparing work schedules
- Establishing the standard operating procedures, developing, and upholding community standards
- Oversee admissions, intake and exit processes and supervises record keeping
- Oversee case management activities to ensure services are effectively targeted
- Maintain a healthy and safe environment of dignity and compassion for guests and teammates while ensuring that all guests are moving towards their established goals of independent living

- Collaborate and build relationships with volunteers, ministries, non-profits, and community resources to provide the women and children of LightHouse with what they need for success
- Operate the case management activities within the approved limits established by the annual budget

REQUIRED SKILLS AND EXPERIENCE

- Passion for Hope Rescue Mission's mission, vision, and core values.
- Excitement for working in a start-up environment that values creative problem solving and open communication.
- Bachelor's Degree required or relevant education & experience may be considered in lieu of Bachelor's Degree.
- Master's degree required in social work, psychology or related field or relevant education & experience may be considered in lieu of Master's Degree
- A minimum of 5 years of successful experience in the fields of services to homeless people; work with medically frail, mentally ill, or at-risk populations; or in senior-level shelter administration.
- A minimum of 5 years of experience in a director-level position.
- Excellent computer skills including proficiency in Microsoft Word, Excel, and PowerPoint.
- Strong verbal and written communication skills, with emphasis on face-to-face, empathetic communication with center residents.
- Exceptional leadership skills in dealing with both staff and guests coupled with a personal commitment to serving those in need.
- Experience with homeless, mentally ill, and/or medically frail populations.
- Bilingual English and Spanish preferred.
- Individuals with military experience or Veteran status are encouraged to apply.

JOB TYPE: FULL TIME

BENEFITS:

- Paid Time Off

If interested in applying, please send your resume to: LightHouse@HopeForReading.org