

# **Job description**

## **LightHouse Women and Children's Center Case Manager**

### **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 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 Case Advocate is responsible to empower the women of LightHouse to reach their goal of stability. The advocate will meet regularly with guests conducting assessments of needs for all household members, making appropriate referrals to community providers, supporting women in connecting to their community, and creating a housing plan.

### **Duties and Responsibilities:**

- Maintain caseload and facilitate regular sessions with guests on caseload.
- Assess strengths and needs of guests.
- Create goal plans with guests.
- Follow up with guests to assess goal achievement.
- Connect guests with appropriate community/outside agency resources.
- Arrange transportation for guests' appointments.
- Meet with guests regarding write ups and corrective action plans.
- Network with community resource partners and professionals to coordinate services.
- Collaborate within the team to best serve guests and develop greater service efficiencies.
- Manage utilization of Mission Tracker for documentation of case notes and program evaluation.
- Seek and attend relevant and up-to-date training in social service topics.

- 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.

**Job Type:** Full Time

**Reports To:** Director of Case Management

**Benefits:** Paid Time Off

### **Required Skills and Experience**

- Passion for LightHouse's mission, vision, and core values.
- Excitement for working in an environment that values creative problem solving and open communication.
- Bachelor's degree required, Master's degree preferred.
- A minimum of 5 years of successful experience in the field of human services.
- 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 guests.
- Exceptional leadership skills coupled with a personal commitment to serving those in need.
- Experience with homeless, mentally ill, and medically frail populations.
- Bilingual English and Spanish required.
- Individuals with military experience or Veteran status are encouraged to apply.

If interested in applying, please send your resume to: [craffensperger@HopeForReading.org](mailto:craffensperger@HopeForReading.org)