



MISSION

WACO | WORLD

Job Description	
MWMW Position Title: CASE MANAGER – Meyer Center and My Brother’s Keeper	
Staff Group:	<input type="checkbox"/> Executive Staff <input type="checkbox"/> Program Coordinator <input type="checkbox"/> Operations/General Staff <input type="checkbox"/> Program Director <input checked="" type="checkbox"/> Program Staff <input type="checkbox"/> Administrative Staff <input type="checkbox"/> Retail Manager <input type="checkbox"/> Retail Staff <input type="checkbox"/> _____
Immediate Supervisor: Director of Meyer Center and Social Services	
Immediate Subordinates: Volunteers, and Interns	
Status <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-exempt	Position Originally Created: August 2020 Date Last Revised: November 2024
Hours Per week: Full-time; typically 40 hours per week. Overtime is rare and must be pre-approved by supervisor. Work week is typically day-time Mon-Fri; however, during extreme cold weather times there may be alternative work schedule requested and/or required.	
General Summary This person is responsible for overseeing participants in their case load, as assigned by Director of Meyer Center and Social Services. Most participants either have currently or previously experienced homelessness or are temporarily residing at MWMW’s My Brother’s Keeper shelter (emergency housing and/or extended stay housing). Case management takes place at Mission Waco’s Meyer Center for Urban Ministries. My Brother’s Keeper shelter is an overnight-only facility located about three blocks away. All social services are provided at MC.	
Critical Functions and Responsibilities	
<ol style="list-style-type: none"> 1. Assessing clients: Conducting initial assessments for new participants to identify their needs and develop a plan for self-sufficiency. Participants assigned by Director. Providing services: Assisting participants with accessing housing, healthcare, disability and other services. Working with Participants to set appointments, making sure they have proper ID. Developing plans: Creating and reviewing care plans with participants to help them achieve their goals. Coordinating: Arranging appointments and assisting participants in identifying transportation options. 2. Documenting: Maintaining accurate and timely case notes and service plans; utilizing HMIS system and other internal case note system. 3. Advocating: Representing participants and advocating for their needs 4. Networking: Building relationships with community resources and service providers. 5. Following policies: Ensuring compliance with program rules, organizational policy, and other governing documents. 6. Collaboration: Working with other staff and colleagues to ensure high level of compassionate service. 	

The functions and responsibilities contained in this Ministry Position Description are not all inclusive. Other duties and requirements for Meyer Center and/or My Brother’s Keeper program areas may be assigned at any time.

Additional Functions and Responsibilities	
1. Attend monthly Mission Waco Staff meetings, Meyer Center/ Social Services Staff meetings, HMIS and Coordinated Entry meeting with the City of Waco, and trainings as scheduled	
2. Make reports available to the Director of Meyer Center and Social Services, and Associate Executive Director of Programs	
3. Participate in Giant Worldwide leadership/communication development curriculum as offered by MWMW.	
4. Fill-in at front desk at Meyer Center on occasion.	
Requirements/Preferences	
Scope of responsibility: Meeting with Participants who are seeking services through the Meyer Center.	
Minimum skills and knowledge required: <ol style="list-style-type: none"> 1. Basic knowledge in Microsoft Office 2. Basic understanding of Christian Community Development principles and philosophy 3. Familiar with trauma-informed care practices 4. Familiar with de-escalation practices 	Skills and knowledge preferred: <ol style="list-style-type: none"> 1. Advanced knowledge in Microsoft Office 2. Advanced understanding of Christian Community Development principles and philosophy 3. Experienced in trauma-informed care practices 4. Experienced in de-escalation practices
Minimum previous experience required: 1 year working with people who are experiencing homelessness.	Previous experience preferred: 3-5 years working with people who are experiencing homelessness; or comparable life experiences that exhibit understanding with people who have experienced incarceration, substance abuse, homelessness, mental health challenges, etc.
Minimum education required: Some college or Bachelor's Degree	Education preferred: Bachelor's Degree in Social Work
Minimum communication skills required: <ol style="list-style-type: none"> 1. Must have excellent interpersonal skills – able to communicate appropriately and compassionately under pressure. 2. Represents Mission Waco's values with all program participants. 	Communication skills preferred: <ol style="list-style-type: none"> 1. Has excellent ability to communicate. 2. Bi-lingual in Spanish and English
Special training, certification or licensing required: <ol style="list-style-type: none"> 1. HMIS Training (available through this job) 2. De-escalation Training (available through this job) 	
Behavioral, emotional, mental requirements: <ol style="list-style-type: none"> 1. Must be a strategic thinker. 2. Must have solid financial and organizational acumen. 	
Other requirements: Able to keep flexible hours. Some light lifting (25lbs). Ability to serve in a fast-paced, high-pressure environment.	
Other preferences: Preference for someone of mature Christian faith who represents MWMW values as a Christian faith-based non-profit.	

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