Position Title:	Motel Case Manager
Department:	Guest Care
Reports To:	Director of Case Management and Guest Services or Co-Executive Director

Overview

The Motel Case Manager assists homeless individuals residing in a motel with assistance from the State of Vermont or another entity, due to lack of space in emergency shelter facilities. They may also assist individuals who have recently been displaced from an assisted motel room and who are still homeless with a primary focus on securing housing and support for successful community living. Secondary support may include recovery, job access, and education referrals, as well as connecting guests to community and supportive services to enhance their health, well-being, and life skills. Throughout the guest's stay, the Motel Case Manager will maintain a productive working relationship to help them reach their objectives, supporting their transition to permanent and stable housing. The primary focus of this role is housing navigation, helping motel guests develop and work towards housing goals, and supporting application and transition to permanent housing.

Duties and Responsibilities

- Provide holistic case management services, including housing needs assessment and intake, coordinated entry assessment, benefit referrals, housing applications, short and long-term goal development (e.g., recovery, mental health, job, and life skills support), progress monitoring, and advocacy.
- Collect data from each guest for entry into the Coordinated Entry System and for reporting requirements.
- Assists guests with housing and/or state benefit applications, scheduling medical/mental health appointments and transportation, and securing and renewing vouchers.
- Distribute donated food, clothing, and other goods to guests.
- Build strong working relationships with motel owners and staff to ensure guests are supporting and needs are addressed through a trauma-informed and compassionate approach.
- Coordinate with other members of the GSH staff, hotel management, other service providers and public safety officials. Convene regular meetings of key stakeholders.

- Create individualized service and housing plans with clients to address their permanent housing and wellness needs. Support clients in obtaining mainstream benefits, building basic skills, addressing barriers, and engaging in services.
- Create and maintain client database files, including intake documents, release forms, coordinated entry assessments, ongoing case notes, house rules, and emails to/from community partners. Ensure up-to-date documentation of services provided and funds spent.
- Attend regular housing review team meetings with local partners and coordinate team meetings with others supporting clients.
- Participate in regular GSH guest care meetings and supervisory sessions with the Case Management Supervisor to review work, discuss needed assistance, and identify priorities.
- Perform related tasks such as documentation of client records, administrative duties, scheduling, and communication with team members.

Supervision Received: The Motel Case Manager reports to the Director of Case Management and Guest Services or Co-Executive Director, and works collaboratively with all case management and shelter staff.

Qualifications

- Two years experience working with homeless or related social service agency.
- Experience with Vermont's social services systems or organizations working in housing, recovery, or mental health is preferred.
- Demonstrated written and verbal communications skills.
- Strong time-management skills and ability to meet deadlines.
- Interest in and commitment to Good Samaritan Haven’s mission to provide emergency shelter and support services, stability, safety, and hope for people experiencing homelessness.

Education: Bachelor’s degree in social work or other relevant field preferred; or relevant commensurate lived experience.

Skills

- Desire to help others.
- Strong interpersonal skills.
- Demonstrated writing and communication skills.

- Strong organizational skills, including time management, attention to detail, self-motivation, and proficiency with technology.
- Computer literacy, including familiarity with Google Suite, email, and data entry.

Competencies

- **Empathy**: The ability to understand and share the feelings of individuals experiencing homelessness, providing compassionate and non-judgmental support.
- **Cultural Sensitivity**: Awareness and respect for the diverse backgrounds, cultures, and experiences of shelter guests, ensuring inclusive and equitable treatment for all.
- **Communication Skills**: The ability to clearly and effectively convey information, both verbally and in writing, to guests, coworkers, and external agencies. Active listening is a key component.
- **Problem-Solving**: The ability to assess situations, identify challenges, and find practical solutions to meet the immediate and long-term needs of shelter guests.
- **Attention to Detail**: The ability to focus on specifics, ensuring accuracy and thoroughness.
- **Collaboration and Teamwork**: Working cooperatively with other shelter staff, volunteers, and external partners to ensure effective service delivery and a supportive environment for guests.
- **Nonprofit and Social Service Knowledge**: Understanding of the mission, goals, and policies of nonprofit organizations and social services, as well as the ability to navigate community resources and services available to homeless individuals.
- **Boundaries and Professionalism**: Maintaining clear professional boundaries with shelter guests, while fostering an atmosphere of respect, trust, and confidentiality.
- **Advocacy**: The ability to advocate for the needs and rights of homeless individuals, both within the shelter environment and with external agencies or policymakers.
- **Trauma-Informed Care**: An understanding of how trauma impacts individuals and the ability to provide services in a way that is sensitive to the needs of those who have experienced trauma, ensuring safety and trust.

Position Details

- Full-time position, shared office space and shelter-based.
- On occasion there may be a high degree of stress or crisis management.
- May involve responding to urgent staff concerns outside of regular hours.

Physical Demands and Work Environment

- Ability to periodically lift, move, push, and pull items up to 30lbs
- Ability to stand or sit for extended periods
- Ability to walk short distances regularly
- Ability to move about on foot, kneel, crouch, and crawl
- Physical environment requires employees to possibly work both inside and outside in heat/cold, wet/humid, and dry conditions
- Noise level at the job site is usually moderate
- Ability to reach with hands and arms, talk, and hear
- Ability to type, reach, write on computer

Good Samaritan Haven is committed to equity, diversity, and inclusion in the workplace.

Employee Acknowledgement

Signature: _____ Date: _____

FOR HR USE ONLY

FLSA:	Non-Exempt (Hourly)
Reports to:	Director of Case Management and Guest Services or Co-Executive Director
Supervisor/Manager:	N
Approved By:	Luke Rackers, Co-Executive Director
Date Approved:	10/6/2026