



**JOB TITLE: Homeless Services Floater Case Manager**

**FLSA DUTIES STATUS: Non-Exempt**

**REPORTS TO: Director of Sanctuary Women's Development Center  
Norman**

**JOB OBJECTIVE: This position provides support and assistance at the Sanctuaries in OKC and Norman as scheduled. Support includes coverage for staff absences at both locations, assistance with case management assistant tasks such as intake and file work and may carry a small caseload as appropriate.**

**The essential job duties include but are not limited to:**

- Provides coverage for staff absences at all both locations
- Actively engage with the participants in a respectful manner. Active engagement includes:
  - Direct interaction with participants
  - Assist with food pantry needs, including loading and unloading and organization of donations
  - Provide transportation as needed using an agency vehicle
  - Answer phones and interact with participants, providing information and resources
- Provide administrative and clerical support, including case file maintenance and intake appointments as scheduled
- May be assigned a small case load based on facility needs
- Maintain cleanliness of area and facility

**SUPERVISORY RESPONSIBILITIES:**

This position does not have supervisory responsibilities.

**MINIMUM QUALIFICATIONS FOR CONSIDERATION:**

- High school diploma or GED; a degree in social work or a related field is preferred.
- Experience working with homeless or other at-risk populations a plus
- Bilingual a plus

**Knowledge, skills and abilities:**

- Strong verbal and written communication, listening, and presentation skills.
- Strong flexible interpersonal skills required to interact effectively with the participants and residents.
- Demonstrated conflict resolution skills.
- Excellent organizational skills and time management skills required to ensure that multiple tasks receive adequate and timely attention.
- Able to function autonomously and be proactive.
- PC literate and proficient, specifically in Microsoft applications.
- Bi-lingual preferred, but not required.
- Food safety training, civil rights training and CPR/SFA training. (Training provided)

### **PHYSICAL REQUIREMENTS**

- High energy and stamina to actively engage with participants and residents
- Lifting up to 40 pounds
- Ability to respond quickly to crisis situations
- Ability to perform CPR and the Heimlich maneuver once trained

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

### **WORKING CONDITIONS:**

- Busy environment with noise and constant distractions
- May be subjected to fast-paced decision making, crisis situations.

**NOTE:** The above statements are intended to describe the general nature and level of work performed by an employee in this position. These statements are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of employees in this position.

*Nothing in this job description restricts management's right to assign or reassign job duties as required. This job description is not to be construed as a guaranteed contract of employment for a definite period of time.*

I have read this job description and understand the duties included in it.

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Employee Signature

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Date