

JOB TITLE: Life Builders Case Manager I  
REPORTS TO: Life Builders Program Manager

STATUS: REG/FT/NE  
SCHEDULE: 45 hrs/wk, M-F,  
some weekends

DEPT: Programs - Mission

REVISED: 7/12/2021

*Winston-Salem Rescue Mission (WSRM) is helping our hurting neighbors find hope and healing through the transforming gospel of Jesus Christ. WSRM considers every position one of ministry and a vital and valued part of our staff. Therefore, it is essential that all employees of WSRM have a personal relationship with Jesus Christ and subscribe to our Mission, Core Values, and Statement of Faith.*

## **SUMMARY OF POSITION:**

Case Managers in the Life Builders program provide integrated Biblical counseling to the residents on their caseload. Through counseling and case management, residents are encouraged to develop a healthy addiction-free lifestyle by developing a relationship with Jesus Christ. Case Managers may also teach classes which come from a strong biblical foundation. Case Managers assist in the daily operations of the program to ensure an atmosphere that promotes godly living, safety and support.

## **DUTIES AND RESPONSIBILITIES:**

### Interactions with Mission Residents

- Counsel residents as assigned by the Program Manager on a weekly basis to provide integrated, Biblically based counseling.
- Perform new resident related responsibilities as assigned, including:
  - Screen referral applications
  - Conduct intake interviews
  - Provide orientation information to new residents
- Teach classes as assigned:
  - Classes are designed to encourage spiritual growth and foster a relationship with God that teaches the residents how to rely on God and be who He wants them to be.
  - Classes are taught from and rely on the authority of the Scriptures.
  - Examples of classes taught include: Anger Management, Financial Management, Life Skills, relapse prevention, and Christian living.
- Perform other current resident related responsibilities as assigned, including:
  - Collect samples for urinalysis, and administer breathalyzer tests
  - Carry out roll call
  - Perform medicine call duties
  - Schedule internal and external meetings and appointments
- Participate in the discipline process for residents who violate the rules, up to and including dismissal from the program.
- Maintain current and complete case notes and records for each resident.
- Encourage eligible residents to apply to the one-year Transformers Program.

### General

- Meet with other WSRM staff to discuss the progress of the resident and program needs.
- Network with related service providers within the community to access needed services for residents.
- Attend staff meetings.
- Perform other duties as assigned.

**EDUCATION/EXPERIENCE:**

- Bachelor’s degree required in Biblical studies, Biblical counseling, or related field.
- Minimum 3-year ministry experience required; 3 - 5+ years ministry experience preferred.
- Minimum one-year biblical counseling experience preferred.
- Experience working directly with individuals who have had homeless, mental illness, and/or addiction related issues preferred.

**SKILLS & QUALIFICATIONS:**

- Christian with a ministry mindset, utilizing the skills, training and experience God has provided.
- Mature Christian, able and willing to model servant-leadership.
- Active member of the body of Christ; strong familiarity with the Bible.
- Able to work with people in varied circumstances related to homelessness, including addiction and mental illness. Ability to treat individuals with dignity and respect in all situations.
- Good communication skills including written, verbal and instructional.
- Strong interpersonal skills, ability to listen and guide/counsel according to Biblical principles and individual resident needs.
- Working knowledge of recovery, addiction, and mental illness.
- Thorough, systematic, and organized concerning security and protocol.
- Good assessment skills, able to collaborate and resolve resident issues.
- Good organization skills with regard to people, things, and information, including excellent time management skills.
- Computer literate - proficient in Microsoft Word, able to use a database and the internet.
- Willing to be CPR certified.
- Valid North Carolina driver’s license; driving record acceptable to WSRM insurance carrier.

**WORKING CONDITIONS/PHYSICAL FACTORS:**

*Occasionally = 1%-33%; Frequently = 34%-66%; Continuously = 67%-100%*

Standing: Occasionally                      Lifting: Occasionally, up to 50 lbs.  
Climbing: Occasionally                      Walking: Frequently

- The majority of this position requires work indoors, with a displaced and low-SES population.
- May require occasional travel, the majority of which is within the Triad area.
- In good physical health, able to climb stairs numerous times per shift.

**EQUIPMENT/TOOLS USED:**

- Computer – Internet
- Phone
- Drug Test Kit
- Breathalyzer

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Employee Signature

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Date