



JOB TITLE: Case Manager

STATUS: Full Time

COMPENSATION: \$50,000 - \$60,000 /year (based on professional qualifications and past experience); benefit stipend; 3% employer retirement match following 12 months of employment

HIRING TIMELINE: Immediate

OBJECTIVE

The Case Manager (CM) position will support the work of Open Table Ministry, which seeks to overcome homelessness through the power of relationships. This position will be the key point of contact with clients and will be responsible for developing strategies for engaging clients on the streets and developing a pathway to housing. This individual must be an energetic self-starter, passionate about overcoming homelessness, have excellent communication skills, be attentive to detail, and be dedicated to the agency's mission. The ideal candidate will be familiar and comfortable with homeless services and will demonstrate an ability to build community among individuals experiencing homelessness.

ABOUT OPEN TABLE MINISTRY

Open Table Ministry seeks out and guides those experiencing homelessness and poverty to long-term health and wholeness by building ongoing trusting relationships, meeting personal practical needs, making connections to community resources, and bridging critical gaps in the social services system.

At Open Table Ministry, we are intentional about befriending, building strong relationships with, and serving the homeless members of our community who are pushed aside, living unsheltered, often to be unnoticed, disregarded, or ignored.

AREAS OF RESPONSIBILITY

- Support OTM's core programs, including: Free Store (a weekly community outreach event), Office Hours (walk-in services helping individuals navigate homeless services) and Emergency Winter Shelter (providing critical shelter during the coldest nights of the year)
- Provide case management including but not limited to:
 - Assess, evaluate, and document the strengths and needs of each person on your caseload
 - Mediate and advocate on behalf of clients to help them obtain and maintain permanent housing, health care, other sustaining benefits, entitlements, and transportation
 - Assist clients in obtaining housing stability, earned or other income, health insurance, and other mainstream benefits
- Assist people receiving services in making critical transitions in their lives
- Assist and facilitate client referrals to other community services/agencies/supports/resources
- Assess and target resources for those most likely to become homeless without immediate assistance
- Follow principles of homelessness prevention as described by the National Alliance to End Homelessness (<https://endhomelessness.org/resource/homelessness-prevention-creating-programs-that-work/>)
- De-escalate conflicts; develop attainable action steps with each individual; assist with actions the individual is temporarily unable to achieve; and return the person to control over their own problem-solving
- Maintain data quality by inputting HMIS data within 24 hours, promptly filing mail and client files, and regularly monitoring the state of all relevant tracking systems

- Participate in weekly case conferencing with project partners
- Participate in staff meetings and trainings as directed by supervisor
- Complete all other reasonable tasks as needed/assigned by supervisor

QUALIFICATIONS/REQUIREMENTS

- Bachelor's degree in human services field OR four years of related work experience
- Strong organizational and communication skills
- Basic computer proficiency, including ability to navigate Microsoft Office and complete data entry
- Ability to thrive in a flexible, fast-paced, and growth-oriented environment while maintaining a positive solution-oriented and client-focused approach
- Ability to establish and maintain professional boundaries while working with clients
- Ability to maintain confidentiality of client information
- Ability to accurately record information for required client and staff documentation
- Understanding of or willingness to train in areas such as trauma-informed care, diversity, equity, and inclusion
- Strong interpersonal skills, ability to be compassionate and firm towards guests
- Reliable transportation
- Ability to lift 25 pounds independently
- Ability to walk, climb or descend stairs, kneel, bend and twist

PREFERRED QUALIFICATIONS

- Master's of Social Work or related field OR 2 years of case management (community-specific experience, including lived experience, is strongly preferred)
- Knowledge of harm reduction model
- Experience in crisis intervention
- Experience with HMIS (Homelessness Management Information System)
- Basic Spanish proficiency (fluency preferred)

SCHEDULE & LOCATION

- Open Table Ministry Office: 215 N Church St, Durham, NC 27701
- Monday to Friday from 8:30 am – 5:00 pm
- Occasional weekend and evening work will be required – particularly during cold weather months
- This role includes 13 paid holidays and generous PTO/sick leave
- Local travel will be required
- Shared office environment

Please send cover letter and resume to Info@OpenTableMinistry.org by June 19, 2026.

Open Table Ministry is an equal opportunity employer.

All employment is based on qualifications, merits, and business needs.