

POSITION DESCRIPTION

POSITION: Case Manager
PROGRAM: DHS Family Transitional Status: Non-exempt
REPORTS TO: Program Manager Date Revised: 9/2020

POSITION SUMMARY:

The Case Manager is responsible for assuring quality services to all program participants in a compassionate and professional manner as it relates to the specific program objectives. Objectives include supportive interaction with program participant families and team members, assessment of participant's needs, and performance of all work duties as required. Work is performed in a cost effective and service oriented manner as it relates to established organizational standards. The Case Manager is responsible for promoting company image and adhering to company practices and procedures, while establishing and maintaining good working relationships with all clients.

OBJECTIVES/ACTIVITIES:

- A. Responsible for performing daily work requirements to achieve established objectives of the department.
1. Complete daily shift logs, incident reports or behavior alerts as needed.
 2. Communicate with service providers and external county/state/city program representatives as required.
 3. Provide crisis intervention as needed.
 4. Respond to all client questions and concerns.
 5. Provide children with a safe, supportive environment free from ethnic or social prejudices.
 6. Comprehend and adhere to ethical guidelines and confidentiality laws.
 7. Communicate and comprehend oral and written instructions.
- B. Responsible for assistance with client development.
1. Explain program requirements and regulations to new clients upon intake.
 2. Implement and maintain case plans to assist the clients with substance abuse treatment, mental/physical health services, education, employment and permanent housing and update every 90 days.
 3. Provide individual sessions twice monthly (at minimum) to monitor client case plans.
 4. Facilitate weekly life skills groups three times per week.
 5. Provide appropriate referrals as dictated by client case plans.
 6. Maintain client files including personal data, medical information, progress reports, assessments, and release and referral forms.
 7. Conduct urinalysis testing in a fair and non-judgmental manner as needed.
 8. Role model positive behavior to help clients as they work towards self-sufficiency.
 9. Provide monthly client statistical and status reports as instructed by Manager and provide by the second day of each month.
- C. Responsible for all areas of daily program maintenance in compliance with company policies.
1. Document and report all client concerns and/or infractions that can impact the program security.
 2. Secure approval for exceptions to standard policy.
 3. Notify management of potential workflow problems and resource needs necessary to attain performance standards.

4. Adhere to staffing schedules in order to provide adequate/safe staffing coverage and to accomplish program objectives.
5. Provide emergency shift coverage as needed.
6. Perform reasonably related duties as assigned by the Manager.

D. Responsible for training and development of new staff.

1. Assist in department orientation and training for new employees as requested to assure quality work outcomes.
2. Identify appropriate ongoing training for both new and existing staff and report needs to management.
3. Serve as part of the program development team by providing information and support for the development of quality operations.
4. Maintain an above average working knowledge of fire, safety, and health standards to assure safe work environment for clients and all personnel.

E. Responsible for self-development.

1. Continually learn and enhance technical and interpersonal skills.
2. Attend staff meetings/assigned training and complete required certifications, i.e. CPR, First Aid, etc.

EDUCATION AND EXPERIENCE:

This position requires a minimum of three (3) years' experience working with the homeless population. Preferred candidates will possess a Bachelor's Degree in Social Work or a related field. This position requires demonstrated ability to communicate and comprehend oral and written instructions and to provide services to clients without ethnic or social prejudices. It requires general knowledge of issues and challenges unique to homelessness, substance abuse, cultural diversity, and persons with disabilities. Specific knowledge and experience with Twelve Step philosophy, addiction and recovery, and dysfunctional family dynamics is preferred. Must be able to utilize a range of interventions to work with clients with varying needs and levels of functioning. Must have the flexibility to work irregular hours and have the willingness to function as a team member. Computer skills required. Requires CPR and First Aid training within ninety (90) days of employment, re-certification as necessary and T.B. testing annually. Valid California driver license and ability to meet organizations insurance carrier guidelines required. Must undergo a criminal background check.

SPECIFIC SKILLS REQUIRED:

Teamwork skills
Oral and written communication skills
Ability to assist other people
Organizational skills
Analytical and decision making ability

PHYSICAL REQUIREMENTS:

Lift and move up to 25 pounds
Stand, walk, bend, stoop, and sit frequently
Climb stairs regularly
Kneel occasionally

NATURE OF SUPERVISION RECEIVED:

Daily activities are many times performed independently with accessible guidance and direction from the Program Manager or designated lead. Must be able to function both independently and in a team environment working towards attainment of operational goals and contract compliance.

SUPERVISION EXERCISED:

The position does not supervise, however, may be delegated training and lead responsibilities as the program needs may require.

RESPONSIBILITIES FOR BUSINESS CONTACTS:

This position requires daily contact with county/state/city and business entities, clients, and all levels of staff. Tact, discretion, and resourcefulness are required at all times.

FINANCIAL RESPONSIBILITY:

Substantial financial loss through loss of business contracts is possible.

NUMBER OF EMPLOYEES:

No employees report to this position.

This Case Manager job description does not constitute a written or implied contract and may be changed as business arise.

Indicate anything that would keep you from meeting the job duties as outlined above

Employee signature: _____ Date signed: _____