



2. Provide records and services in compliance with agency policies, regulatory and funding source requirements.
  3. Maintain daily, clear and thorough communication with the Program Manager or Lead Case Manager on all areas of responsibility listed in this job description.
- D. 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.
  6. Perform reasonably related duties as assigned by the Program Manager or Lead Case Manager.
- 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 Bachelor's Degree in Social Work or a related field or (3) years' experience working with the homeless population and CAC or CADC or experience working in alcohol/drug recovery programs. Active or previous military service preferred. This position requires demonstrated ability in record keeping, good written and verbal communication skills, and knowledge of problems unique to women, minorities, persons with disabilities, substance abusers, low income, and general homeless population. This position requires CPR and First Aid training within ninety (90) days of employment date and recertification as necessary and T.B. testing annually. A valid California driver's license, clean driving record, and proof of insurance required.

### **SPECIFIC SKILLS REQUIRED:**

Excellent oral and written communication skills  
 Ability to assist and motivate other people  
 Organizational skills  
 Analytical and decision making ability  
 Statistical and mathematical skills  
 Computer Skills

### **PHYSICAL REQUIREMENTS:**

Lift and move up to 20 pounds  
 Stand, walk and sit frequently  
 Bend and stoop occasionally

### **NATURE OF SUPERVISION RECEIVED:**

Daily activities are performed independently with guidance and direction from the Program Manager or Lead Case Manager. Must be able to work independently toward attainment of operational goals and contract compliance.

**RESPONSIBILITIES FOR BUSINESS CONTACTS:**

This position requires daily contact with county/state/city and business entities, clients, and all levels of support staff. The Case Manager is responsible for promoting company image and providing advice on company practices and procedures, while establishing and maintaining good working relationships with all clients. Tact, discretion, and resourcefulness are required at all times.

**FINANCIAL RESPONSIBILITY:**

Substantial financial loss through loss of business contracts is possible; thus all expenditures must be approved by the Program Manager or Lead Case Manager.

**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 needs arise.**

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

---

---

---

Employee Signature \_\_\_\_\_ Date Signed: \_\_\_\_\_