

## **POSITION DESCRIPTION**

Position: **Case Manager**  
Program: Mather  
Reports to: Campus Director

Status: Non-exempt  
Date Revised: 04/2010

## **POSITION SUMMARY:**

This position is responsible for the development of a case management plan to assist Mather participants in developing a greater degree of self reliance. It will include accessing continuing education, employment, and addressing any bio, psycho, social issues that may lead to homelessness, criminal behavior, or otherwise non-productive lifestyles. This position also insures that the culture of Therapeutic Community is encouraged and developed through a variety of campus activities.

## **OBJECTIVES/ACTIVITIES:**

- A. Responsible for performing daily work requirements to achieve established objectives of the department.
  - 1. Provide records and services in compliance with agency policies, regulatory and funding source requirements.
  - 2. Conduct a needs assessment on all students upon entry and provide the evaluations of each student's medical, physical, emotional, and psychological needs, co-ordinate recovery options. Assist in securing all viable income sources.
  - 3. Provide case management services and substance abuse counseling and maintain files on each participant which will include psycho-social information, short and long term plans to maintain and improve self-sufficiency in all areas of his/her life.
  - 4. Facilitate Living Skills Training and Substance Abuse Education, individually and in-groups.
  - 5. Insure that students complete Mather Service Hours.
  - 6. Assist with planning at least one Mather special event each year. Support all community development activities. Attend Joint Resident Council periodically.
  - 7. Establish and monitor daily living routine and reinforce a clean and sober life style for all students.
  - 8. Provide crisis management as needed.
  - 9. Provide resource information and appropriate case planning specific to any participant who has a physical and or mental impairment.
  - 10. Work with Housing Specialists to insure students complete a financial and housing search plan that secures permanent housing upon exit from Mather Community Campus.
  - 11. Maintain ongoing communication with Employment Services and Job Development staff to assist student in securing employment.
  - 12. Perform other reasonably related duties as assigned by supervisors.
  
- B. Responsible for assistance with client development.
  - 1. Liaison between clients and community service agencies to meet client needs.
  - 2. Maintain a list of all available community services and providers.
  - 3. Assure a safe, non-judgmental environment for the clients.
  - 4. Maintain positive, professional, relationships with clients and staff and act as liaison between students and community service agencies.
  - 5. Participate in agency and outside training sessions.

- C. Record keeping and communication.
1. Maintain files on each participant which will include psycho-social information, short and long term plans to maintain and improve self-sufficiency. Document progress and assistance in removing obstacles to set goals. Provide routine documentation of coordination and follow-up of all areas.
  2. Complete Individual Service Plans with all students on caseload and update periodically to reflect student progress and additional goals.
  3. Provide records and services in compliance with agency policies, regulatory and funding source requirements.
  4. Maintain daily, clear and thorough communication with the Campus Director 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.
  5. Provide emergency shift coverage as needed.
  6. Perform reasonably related duties as assigned by the Director.
- E. 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.
- F. Responsible for self-development.
1. Continually learn and enhance technical and interpersonal skills.
  2. Attend staff meetings/assigned training seminars and complete required certifications, i.e. CPR, First Aid, etc.

**EQUIVALENT EDUCATION AND EXPERIENCE:**

This position requires a Bachelors 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. This position requires demonstrated ability in record keeping, good written and verbal communication skills, knowledge of problems unique to women, minorities, persons with disabilities, substance abusers the general homeless population. This position requires CPR and First Aid training with ninety (90) days of employment date and re-certification as necessary and T.B. testing annually. A valid California driver's license is required to operate any VOA vehicle.

**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 10 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 Director. Must be able to work independently toward attainment of operational goals and contract compliance.

**SUPERVISION EXERCISED:**

Assigned volunteers

**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 Director.

**NUMBER OF EMPLOYEES**

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**This 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.

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