

POSITION DESCRIPTION

Position: Case Manager

Program: Mather Community Campus Family Site **Status:** Non-Exempt
Reports to: Family Services Supervisor **Date Revised:** 9/2017

POSITION SUMMARY:

Under direction of the Family Services Supervisor and with independent professional responsibility, the Case Manager position is responsible for the development of a case management plan to assist program participants. They will consult with staff in the utilization of other functions at a highly skilled level in such areas as assessment, individual counseling, group facilitation, employment services, community resource development and housing.

OBJECTIVES/ACTIVITIES:

1. Performs overall assessment of program participant's needs and develops individualized service plans with short and long term goals.
2. Evaluates intensive short and long term individualized service plans on a regular basis and revises goals as appropriate.
3. Facilitates an array of employment focused groups designed to meet participant needs.
4. Educates program participants on issues surrounding living skills, parenting, budgeting and money management, health and hygiene, housing, and drug and alcohol abuse.
5. Develops and maintains comprehensive lists of community resources for use by program participants; refers program participants accordingly. Works closely with Employment Services and the Housing Specialist.
6. Establishes individualized budgets with program participants and assists program participants in monitoring savings and expenditures.
7. Conducts in-home visits and provides support services as necessary or directed.
8. Documents all contact with program participants; prepares all screenings, assessments, service plans, evaluations, and reporting records.
9. Coordinates incoming and outgoing participant referrals with other community agencies.
10. Attends meetings and trainings as directed.
11. Performs other related duties.

EQUIVALENT EDUCATION AND EXPERIENCE:

A minimum of a Bachelor's Degree in Social Work or a related field; or three (3) years experience working with the homeless population. Knowledge of social casework objectives, principles, and methods; employment readiness; permanent/supportive housing; public welfare laws and the functions of public welfare agencies; principles of community organization and problems which call for the use of

both public and private community resources; individual and group behavior and effects of social and economic forces upon individuals and families; principles and techniques of interviewing; basic computer skills/applications; principles of cultural competency; and cultural diversity; knowledge of challenges concerning dysfunctional families, domestic violence issues, problems unique to women, problems unique to families; disadvantaged and underserved populations; people of color, persons with disabilities, individuals with chemically issues, and the general homeless population. Ability to demonstrate skill in the application of casework methods and practices; provide program and casework consultation to other staff members; interpret to the applicant, program participant, or others the public welfare programs as set forth in the laws, rules, regulations, policies and procedures; establish and maintain effective individual and group relationships with clients, the general public, and employees; use computer and peripheral equipment; demonstrate ability in record keeping, good written and verbal communication skills. A valid California driver's license, proof of insurance, and a clean driving record are required to operate any Volunteers of America vehicle.

SPECIFIC SKILLS REQUIRED:

Excellent oral and written communication skills
Critical thinking, analyze information, and make reasonable decisions
Skilled in Microsoft and Word computer applications
Excellent organizational skills
Fluency in English, legible handwriting, skills in record-keeping
Ability to de-escalate crisis situations and assist residents and staff in emergency situations

PHYSICAL REQUIREMENTS

Lift and move up to 25 pounds
Physically able to safely maneuver weight distribution of a client in an emergency situation
Stand, walk, bend, stoop, and sit frequently
Kneel occasionally

NATURE OF SUPERVISION RECEIVED:

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

SUPERVISION EXERCISED:

This position does not supervise employees.

RESPONSIBILITIES FOR BUSINESS CONTACTS:

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

FINANCIAL RESPONSIBILITY:

The Case Manager is responsible for itemizing his/her approved expenditures made on behalf of the Mather Community Campus Program and must submit receipts in a timely fashion to the Family Services

Supervisor. Assistance with procurement of program furniture, supplies, and client assistance needs is required. Substantial financial loss through loss of business contracts is possible.

NUMBER OF EMPLOYEES

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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: _____