

## **POSITION DESCRIPTION**

Position: Case Manager  
Program: Reno Shelter Programs  
Reports to: Program Director

Status: Non – exempt  
Date Prepared: 10/2017

### **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 participants 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.

### **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 as required.
  - 3. Provide crisis intervention as needed.
  - 4. Respond to all client questions and concerns.
  - 5. Provide clients with a safe, supportive environment free from ethnic or social prejudices.
  - 6. Comprehend and adhere to ethical guidelines and confidentiality laws when working with clientele.
  - 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. Assess the client's needs of each participant to guide the individualized case plan.
  - 3. 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 30 days.
  - 4. Provide individual sessions.
  - 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. Role model positive behavior to help clients as they work towards healthy recovery.
  - 8. Provide monthly client statistical and status reports as instructed by Director. Act as advocate on behalf of clients for the purpose of assisting them in accessing further treatment options, entitlement, vocational rehabilitation, medical, legal and/or mental health assistance.
  - 9. Establish and maintain appropriate, positive, therapeutic relationships with clients.
  
- 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. Wear attire representing the professionalism of your position.
7. Participate in all staff meetings.
8. Maintain positive image for Volunteers of America and the programs in the community.
9. Provide records and services in compliance with Volunteers of America policies, regulatory and funding source requirements.
10. Coordinate clients with available housing options.
11. Respond to requests for records as needed.
11. Perform reasonably related duties as assigned by the Director.

D. Responsible for self-development.

1. Serve as part of the program development team by providing information and support for the development of quality operations.
2. Maintain an above average working knowledge of fire, safety, and health standards to assure safe work environment for clients and all personnel.
3. Continually learn and enhance technical and interpersonal skills.
4. Attend staff meetings/assigned training seminars and complete required certifications, i.e. CPR, First Aid, etc.

**EQUIVALENT EDUCATION AND EXPERIENCE:**

A Bachelors Degree in Social Work or Human Services is required. 2-3 years prior Case Management experience is preferred. 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. This person 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. CPR and First Aid training within ninety (90) days of employment required, re-certification as necessary and T.B. testing annually. A valid Nevada driver's license, proof of insurance, and a clean driving record is required.

**KNOWLEDGE OF:**

1. Methods of techniques of individual and group counseling.
2. Psychological and sociological aspects of chemical dependency and the needs, attitudes, and behavior patters of chemically dependent people.
3. Community resources for referral of client mental health needs.
4. Process of addiction and recovery.
6. Low socio-economic and emotionally dysfunctional family dynamics.
7. Laws and regulations applicable to chemical dependency treatment programs.

**SPECIFIC SKILLS REQUIRED:**

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

\*Cultural competence is defined as a set of values, behaviors, attitudes, and practices within a system, organization, program or among individuals, which enables them to work effectively, cross culturally. Further, it refers to the ability to honor and respect the beliefs, language, interpersonal styles and behaviors of individuals and families receiving services, as well as staff who are providing such services. VOA strives to achieve cultural

competence is a dynamic, ongoing, developmental process that requires a long-term commitment. Our focus on cultural competency includes but is not limited to race, ethnicity, sex, gender, sexual orientation, LBGTQ, class, age, ability, religion, and language. Bilingual and translation services are available to client when deemed necessary. All staff are trained annually on cultural competency.

**PHYSICAL REQUIREMENTS:**

Lift and move up to 25 pounds  
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 Program Director 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 support 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:**

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 arise.**

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

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Employee signature: \_\_\_\_\_ Date signed: \_\_\_\_\_