

CASE MANAGER POSITION DESCRIPTION



GENERAL PURPOSE OF JOB

The role of the Case Manager directs and facilitates the delivery of appropriate support services for program participants. The Case Manager will assist in conducting needs-based and program eligibility assessments, engaging in community outreach, providing case management services and program wide service coordination. The Case Manager is charged with making demonstrable progress towards obtaining and applying knowledge and experience in field relevant best practices and standards.

ESSENTIAL DUTIES AND RESPONSIBILITIES The following statements reflect the general details necessary to describe the major functions of this position and are not intended to be a detailed description of all the work/functions that may be required. Other duties may be assigned.

- Provide case management services to program participants.
- Responsible for identifying and serving the unique needs of participants by using screening and assessment tools.
- Responsible for understanding and implementing the assigned program according to the program guidelines.
- Provide direct, trauma informed care, case management services to participants, including crisis intervention, outreach, ongoing assessments, goal setting, creative problem solving, agency and community resource utilization and network building.
- Assist in resolving conflicts utilizing de-escalation skills and trauma informed practices.
- Supports team members by serving as a resource for analyzing and solving problems and staying abreast of current issues and theories within the field.
- Attend orientations, trainings, education programs, staff meetings, community meetings, conferences and workshops as requested and applicable to meet the needs of the position.
- Promptly and clearly documents all client interactions along with required eligibility and demographic information using designated data bases.
- Perform duties in a professional manner by maintaining the confidentiality of all information and by participating effectively within and across teams.
- Work closely with Support Specialists and Safety Workers to triage which guests need immediate assistance regarding AODA/recovery, mental health, housing, etc.
- Coordinate with Housing and Benefits Specialists to identify guests most in need of services.
- Refer guests to programs and external agencies for assistance.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

- Bachelor's degree from four-year college or university; or one to two years related experience and/or training; or equivalent combination, Master's Degree preferred.
- 2+ years of Social Services and or Social Work experience.
- Proven proficiency with Microsoft Suite of products.

LANGUAGE SKILLS

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS

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- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.
- Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

PHYSICAL DEMANDS

- Ability to stand $\frac{1}{3}$ to $\frac{2}{3}$ of the time.
- Ability to walk less than $\frac{1}{3}$ of the time.
- Ability to sit $\frac{1}{3}$ to $\frac{2}{3}$ of the time.
- Ability to use hands greater than $\frac{2}{3}$ of the time.
- Ability to reach with hands and arms less than $\frac{1}{3}$ of the time.
- Ability to climb or balance less than $\frac{1}{3}$ of the time.
- Ability to stoop, kneel, crouch or crawl less than $\frac{1}{3}$ of the time.
- Ability to talk and hear greater than $\frac{2}{3}$ of the time.
- Ability to push or pull up to 25 pounds less than $\frac{1}{3}$ of the time.
- Ability to lift up to 25 pounds less than $\frac{1}{3}$ of the time.
- Ability to use close vision (20 inches or less) greater than $\frac{2}{3}$ of the time for computer work.

WORK ENVIRONMENT The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Noise level in the work environment is moderate.
- The normal work environment is an office environment.