CATHOLIC SOCIAL SERVICES
JOB DESCRIPTION

TITLE: Case Manager – Prevention

PROGRAM: Homeless Family Services

STATUS: Full-time / hourly / non-exempt

SUPERVISED BY: HFS Program Manager

UPDATED: 07/22/2020

JOB SUMMARY: Case Managers are responsible for assessment, service plan development and on-going support to assist program participants with maintaining housing. Case managers support program participants with developing individualized goals and objectives and connecting with appropriate community resources. This case manager position will be working with individuals and families who are at risk of becoming homeless, and assist them to maintain or re-establish housing stability.

QUALIFICATIONS:
Competencies: Must be able to maintain program/guest/agency confidentiality, and treat each individual with dignity and respect. Excellent interpersonal skills; compassion is a must. Demonstrate dependability, maturity and initiative. Ability to gather information and assess client situation rapidly and accurately. Flexibility to deal effectively with a variety of people, situations, problems and changes. Ability to establish and maintain professional boundaries. Ability to accept supervision and work with other staff and community social service workers cooperatively. Must be able to work from home at least partially.

Education / Experience: High School Diploma and at least two years’ experience working in human services field. College degree preferred.

Skills: Must have excellent written and oral communication skills; time management skills; ability to write clear, accurate case management notes; ability to complete paperwork thoroughly and accurately; proficiency with Microsoft Office and ability to learn other software applications. Knowledge of community resources required. Strong interpersonal, mediation, and conflict-resolution skills preferred.

RESPONSIBILITIES:

1. Assess clients to ensure they meet all program eligibility requirements.
2. Conduct assessment of program participant’s current level of self-sufficiency.
3. Assist program participant with developing a service plan, to include goals and objectives, based on needs identified in self-sufficiency assessment.
4. Provide housing stabilization services to ensure that individuals and families at risk of homelessness maintain their housing, including collaborating with other service providers, and following through on referrals for other needed services.
5. Meet with program participants weekly and as needed to develop case plans, review progress, and complete follow-up tasks and services.
6. Assist participants in getting connected with benefits, specialized counseling, employment, medical and mental health services, transportation and any other needed services.
7. Maintain current knowledge of and professional working with community resource and service providers.
8. Coordinate service provision among different providers as needed.
9. Thoroughly and accurately, document all meetings with program participants in accordance with agency standards.
10. Gather needed documentation to provide prevention funds (lease, W9, evictions notices, etc.).
11. Complete monthly statistics on case management services, provide the statistical data to the program director.
12. Must have valid AK driver’s license; must have own insured vehicle.
13. Must be willing and able to transport clients in personal vehicle.
14. Other duties as assigned.

**Physical Requirements:** Ability to climb stairs and to lift a minimum of 20 lbs.

**Training Requirements:** Attend agency and department orientation; 1st aid/CPR; de-escalation techniques; blood borne pathogens. Attend all staff meeting and in service training as required.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities as needed.

Employee Signature_____________________________ Date______________

Supervisor Signature____________________________ Date______________