

## CATHOLIC SOCIAL SERVICES JOB DESCRIPTION

**TITLE:** Case Manager  
**PROGRAM:** Homeless Family Services  
**STATUS:** Full-time / hourly / non-exempt  
**SUPERVISED BY:** Homeless Family Services Case Management Supervisor  
**UPDATED:** 3/7/18

**JOB SUMMARY:** Case Managers are responsible for assessment, service plan development and on-going support to assist program participants with obtaining and maintaining housing. Case managers support program participants with developing individualized goals and objectives and connecting with appropriate community resources.

### **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.

**Education / Experience:** High School Diploma and one year experience working with the homeless population.

**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.

### **RESPONSIBILITIES:**

1. Conduct assessment of program participant's current level of self-sufficiency.
2. Assist program participant with developing a service plan, to include goals and objectives, based on needs identified in self-sufficiency assessment.
3. Thoroughly and accurately, document all meetings with program participants in their record.
4. Maintain program participant records in accordance with agency standards.
5. Advocate for participants in housing referrals, specialized counseling, employment, medical and mental health services, transportation and any other needed services.
6. Meet with program participants as prescribed by program guidelines.
7. Make follow up contacts to determine participant's status in housing placement, treatment or health related facilities.
8. Maintain current knowledge of and professional working with community resource and service providers.
9. Complete monthly statistics on case management services, provide the statistical data to the program director.
10. Coordinate service provision among different providers as needed.
11. Provide crisis intervention as needed.
12. Must had valid AK driver's license; must have own insured vehicle; must be willing to transport clients; flexibility to work varying hours and days of the week
13. 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; 1<sup>st</sup> 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 \_\_\_\_\_