

CATHOLIC SOCIAL SERVICES JOB DESCRIPTION

TITLE: ICM Program Manager
PROGRAM: Homeless Family Services
STATUS: Full-time / Salary / Exempt
SUPERVISED BY: Director of Intensive Case Management
UPDATED: 8/4/22

JOB SUMMARY:

This position provides direct program support to case managers and is a main point of contact for clients. Responsibilities include training and oversight of the case management team, improving and maintaining an effective case management system, conducting screenings with potential clients, maintaining a small case load, and advocating for the homeless at relevant community meetings. This is a temporary position.

QUALIFICATIONS:

Competencies: Must be able to maintain program/participant/agency confidentiality and treat each individual with dignity and respect. Ability to set and observe appropriate personal limits and boundaries. Desire to work with a variety of people, situations, and challenges to carry out the mission and purpose of the program. Excellent interpersonal skills. Demonstrated leadership, dependability, maturity, creativity, discretion, initiative, and flexibility. Ability to provide supervision and be a team member with program staff, agency personnel, and community service providers. Ability to handle crisis situations with minimum supervision. Commitment to provide services in a manner that is welcoming and appropriate to the special needs of those affected by trauma.

Education/Experience: Bachelor's degree in social work, sociology, psychology, counseling, human services, or related field, with knowledge of current professional standards of case management. Two years' experience providing direct services in relevant field, one year supervisory experience.

Skills: Understanding of case management principles and ability to work with the homeless population. Demonstrated leadership, dependability, flexibility and initiative. Must react effectively in crowded and stressful situations, and be able to effectively interact with clients in crisis. Ability to provide supervision and training to staff, and work with other staff and community social service workers cooperatively. Excellent written and verbal communication skills. Ability to complete paperwork thoroughly and accurately. Must have working knowledge of MS Word and Excel.

DUTIES & RESPONSIBILITIES:

1. Screen and assess potential clients for program eligibility; assign clients to waitlists and/or case manager caseloads.
2. Maintain a small client caseload; perform all case management tasks (as defined in case manager job description) for own caseload.
3. Hold weekly case management staff meetings. Ensure staff compliance with standards of practice as well as agency policies and procedures.
4. Maintain general familiarity with all client files and dispositions. Review client files and other documentation as needed.

5. Support case management staff and identify training needs for self and case managers as needed and appropriate.
6. Conduct regular supervision meetings with staff.
7. Ensure that case management services are provided within approved budget. Code and authorize check requests for direct client expenses, record all financial transactions, and monitor appropriate client based financial reports.
8. Complete quarterly and annual grant reports.
9. Conduct regular quality assurance checks of client files and data collection/entry.
10. Maintain regular communication with Program Director regarding the needs, successes, and outcomes of the program.
11. Assign special work related projects to case management staff as needed.
12. Maintain awareness of Anchorage community resources available to participants, and maintain contact with personnel of these agencies as needed.
13. Attend community meetings that would assist in reevaluating and revising case management policies, general program policies and contribute to the resources available to ICM participants.
14. Complete over-the phone satisfaction surveys to past participants at 3 and 6 months post-discharge.
15. Act as an advocate on behalf of population served and/or individual clients when necessary. Hear and address client grievances. Act as community resource for advocacy and planning in the community.
16. Assist in hiring and training all case management staff. Provide one to one supervision as needed.
17. Recommend to the Director changes to the ICM participant forms, files, policies, procedures, etc.
18. Other duties as assigned.

Physical Requirements: Ability to lift 25 lbs.

Training Requirements: Agency and department orientation; First aid/CPR; de-escalation techniques; blood borne pathogens and any other updated training, as required. Attend all staff meetings and in service training as required. Must possess a valid driver's license and auto insurance.

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: _____