



POSITION TITLE:	Family Case Manager Coordinator
FLSA:	NON-EXEMPT
REMOTE:	IN-PERSON
MEDICAID:	YES/NO
CREATED DATE:	12/19/23
REVISION DATE:	

POSITION SUMMARY

The Family Case Manager Coordinator is responsible for overseeing Refugee Support Services (RSS)/ Department of Public Assistance (DPA) family case managers. This position will implement case management services under RSS, DPA, and other grants. The coordinator will manage files, monitor and approve supportive services, and ensure case managers compliance with grant regulations. Additionally, the coordinator will take a leadership role in direct client services for clients with complicated cases. In a case manager's absence, the coordinator will cover client caseloads. This position is supervised by the Program Manager.

ABOUT US

CSS is a Catholic human and social services agency and behavioral health care provider that welcomes people of all faiths through its programs and employment. We provide help for our Alaskan neighbors through a variety of supportive service programs, including emergency shelter, food stability, housing, case management, and refugee assistance. CSS empowers individuals and families on their path to permanent stability, creating thriving communities for all. Located in Anchorage, Alaska, CSS is a nationally accredited organization through the Council on Accreditation (COA), which recognizes that CSS provides high quality services that meet best practice standards in the social service field.

Mission: We compassionately serve those in need, strengthen individuals and families, and advocate for the common good.

Vision: All Individuals and Families are Flourishing.

Impact Statement: Catholic Social Services empowers individuals and families on their path to permanent stability, creating thriving communities for all.

Guiding Principles: - Catholic Social Teachings - Reverence for humanity - Striving for excellence - Empowering personal fulfillment - Strengthening through collaboration –

REQUIRED COMPETENCIES

Knowledge: Must have working knowledge of Microsoft suite, computers, databases, internet and e-mail.

Skills/Abilities: Highly organized, manages work to ensure effort is directed with intention and consideration. Ability to handle crisis situations with minimum supervision. Ability to supervise a diverse staff. Ability to support supervision of case management work, and model working with other staff, municipal, state, and federal workers cooperatively. Ability to gather information and assess client situation rapidly and accurately. Excellent oral and written communication skills required. Ability to write clear, grammatically correct log notes. Ability to

complete paperwork thoroughly and accurately. Ability to supervise a small team located in three offices (Anchorage, Wasilla, and Delta Junction).

Competencies: Must be able to maintain program/guest/agency confidentiality and treat each individual with dignity and respect. The ability to set and observe appropriate professional limits and boundaries. Must be dependable, mature and have initiative. Excellent interpersonal skills required: compassion is necessary. Ability to relate positively to program manager, staff, community service providers, and CSS clients. Flexibility to deal effectively with a variety of people, situations, problems, and challenges. Adaptable to changing environments, thinks creatively and flexibly to meet client and program needs. Ability to work alone or as part of a team. Bilingual abilities preferred.

RESPONSIBILITIES:

DUTIES & RESPONSIBILITIES:

1. Perform monthly verifications to ensure clients are meeting program requirements.
2. Maintain program participant records in accordance with agency standards.
3. Directly supervise team of family case managers.
4. Assist Program Manager in regular reviewing DPA files for accuracy and compliance.
5. Assist Program Manager in ensuring accurate invoicing to funders/partners.
6. Complete monthly statistics on case management services. Provide the statistical data to the Program Manager.
7. Coordinate service provision among different providers, as needed.
8. Supports Program Manager with employee onboarding and training by scheduling and supporting job shadowing and answering questions promptly.
9. Take a leadership role in direct client services for clients with complicated cases. Assist case managers with challenging cases and/or victims of trafficking clients with all necessary documentation for program services and access to appropriate public benefits and services.
10. Support program management functions during absence of Program Manager.
11. Cover case load for case managers when they are out.
12. Coordinate data collection, report generation and documentation for program outcomes, including the required data for the Office of Refugee Resettlement and DPA offices.
13. Ensure that all family case managers conduct intakes and complete needs assessments on time for both RSS and DPA.
14. Assist with scheduling /coordinating interpreter and translation. Serve as interpreter or translator or utilize interpreters or translators as appropriate.
15. Administer RSS and other grants as needed.
16. Goal oriented. Assist clients in implementing their plans, facilitating access, and providing linkage to community resources. Support clients in meeting their objectives, challenge them to continue to progress towards self-sufficiency.
17. Assist in crisis intervention as necessary, obtaining police, medical, psychiatric, or other emergency services for client(s), as appropriate, and applying CPR techniques when appropriate.
18. Manage client confidentiality; handle sensitive personal information and encourage staff to maintain confidentiality amongst staff members.
19. Complete case notes in multiple online databases. All client documentation will be filed in the appropriate client or program file. Ensure that staff are doing so also.
20. Maintain positive relationships with municipal, state and federal agencies as appropriate. Advocate on behalf of refugees, attending appropriate community meetings.
21. Use appropriate forms, format procedures and policies as prescribed by the Program Manager.
22. Keep informed of staff communications, changes in CSS and RAIS policies, procedures, and new community resource info daily.
23. Answer telephones courteously; log referrals. Return phone and e-mail messages in a timely manner.
24. Other duties as assigned.

QUALIFICATIONS:

Minimum Qualifications: Associate degree or equivalent work experience.

Requirements: Must have valid Alaska driver’s license and have own insured vehicle. Must be willing and able to transport clients in a personal vehicle. Flexibility to work varying hours and days of the week.

Minimum Experience and Minimum Education: At least 2 years of work experience in human services.

Minimum Certs: N/A

Qualifications required in the first six months of employment: Attend agency and department orientation; 1st aid/CPR; de-escalation techniques; blood borne pathogens and any other updated training, as required. Training in trauma informed care, motivational interviewing, critical time intervention. Supports training delivery and implementation of critical time intervention case management model. Attending all staff meetings and in-service trainings as required.

Preferred Qualifications: Bilingual ability in client languages. Experience supervising team. Experience working within the confines of grants.

WORK ENVIRONMENT

Work Environment: In person in Anchorage office.

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

Travel: Travel around Anchorage and to the office in Wasilla. Must have valid AK driver’s license and have own insured vehicle. Must be willing and able to transport clients in personal vehicle.

Location: Anchorage

_____ <i>Employee Name</i>	/	_____ <i>Employee Signature</i>	_____ <i>Date</i>
_____ <i>Supervisor Name</i>	/	_____ <i>Supervisor Signature</i>	_____ <i>Date</i>