



## Job Description Job Title – Case Manager

### Nature of Work:

Reporting to the Resident Services Manager, the purpose of the Case Manager position is to improve the quality of life for residents. This is accomplished by increasing residents' access to services and by facilitating their participation in programs that enhance their physical, social, and mental well-being, thereby creating a path to more traditional housing.

In addition to assisting residents daily, the Case Manager must also regularly collaborate with team members and external partners. **Currently the Case Manager position for our Dutch Kitchen location is a part-time, grant-funded position.**

### Job Essentials:

- Commitment to core values of Excellence, Compassion, Stewardship, and Inclusiveness.
- Possess the ability to comprehend the importance of and confidential nature of all information.
- Speak, write, read and understand the English language well enough to perform the essential duties of the job.
- Ability to meet deadlines.
- Reliable transportation and possession of valid driver's license. May be required to travel throughout the day and commence the workday at different locations.
- Possess math skills for adding, subtracting, multiplying, and dividing sufficiently to perform the required tasks.
- Possess the dexterity to use a computer, telephone, and other office equipment.
- Must be able to hear with or without amplification devices.
- Demonstrate critical thinking skills, along with a self-motivated and goal-oriented attitude.
- Able to lift 10 pounds.

### Job Duties:

- Provides case management expertise to include but not limited to assessments, treatment planning, supportive counseling, linking to community resources, monitoring progress, collaboration with other providers, and care coordination.
- Maintains information in each client's file to include demographics, assessments, treatment plans, progress notes, and discharge summaries.
- Maintains compliance with required reporting, data entry, and quality control.
- Assists with necessary outreach and engagement activities to include clients and their families, community providers, landlords, and other service providers.
- Participates in staff meetings, scheduled supervisor meetings, and other required meetings and/or trainings.
- Completes daily records accurately to document time spent with clients and ensure that each grant-related activity is recorded correctly.

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- Works with landlords, community services providers, and oversight entities to provide good customer service, ensure responsiveness of client supportive services, and achieve high rates of housing stability and other consumer outcomes.
- Adheres to oversight entities' regulations regarding paperwork and service delivery.
- Identifies individual client services needs through ongoing outreach, engagement, screening, and assessment activities.
- Maintains sufficient contact with clients served to ensure engagement with client services; identifies emerging needs and promotes goal attainment.
- Assists clients with securing and maintaining entitlements through the York County Assistance Office and other income and disability support resources.
- Serves a key role in supporting clients and/or collaborating with cross-departmental needs to achieve overall success of the organization; identifies improvement opportunities and solutions impacting organizational success.
- Attends and participates in meetings, building relationships for improved client services.
- Maintains, prepares and provides efficient reporting; may present and explain data and expertise to any level of staff, board, or community.
- Collaborates with other departments and outside partners effectively ensuring team-oriented, client-centered focus as well as creating a safe and secure environment for clients, staff, and visitors; advises supervisor and others as needed, ensuring adherence to best practices.

#### **Other Duties:**

Other duties as assigned by the Resident Services Manager, and/or the Executive Leadership Team. Please note, this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

#### **Education and Experience:**

The Case Manager position requires an ability to work in a complex and non-traditional human service setting with a diverse population. A combination of education and experience that results in knowledge of the human service system and experience working with persons with disabilities and the elderly is essential. Along with this requirement, the following education and experience is sought for the Case Manager position:

- Bachelor's Degree in Social Work, Psychology, Gerontology, Counseling, or related specialty OR significant work experience relevant to the position.
- Knowledge of homeless and offender population and appropriate community resources, especially entitlement and housing resources.
- Willingness to participate in ongoing training and networking programs relevant to the Case Manager position.
- Well-developed interpersonal skills, timing management and crisis management skills; organization and prioritizing abilities; attention to detail and accuracy; and sound judgment and reasoning ability.

**Job Description****Job Title – Case Manager****Page 3****Work Conditions:**

This job operates in a building containing multiple housing units. This role routinely uses standard office equipment such as computers, telephones, photocopiers, and filing cabinets. This is a smoke-free environment.

**Physical Demands:**

While performing the duties of this job, the employee is regularly required to talk and hear. The employee is frequently required to stand, walk, use hands to finger, handle or feel, and reach with hands and arms. The employee will be seated for long periods of time.

**Supervisory Responsibilities:**

The Case Manager does not perform any supervisory duties.

**FSLA Status:** Non-Exempt

**Signature:**

The employee signature below constitutes the employee's understanding of the requirements, essential functions, and duties of the Case Manager position.

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Employee

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Date