

CATHOLIC SOCIAL SERVICES

JOB DESCRIPTION

TITLE: Family Case Manager
PROGRAM: Supportive Family Services
STATUS: Full-time / hourly / non-exempt
SUPERVISED BY: Program Manager
UPDATED: 11/9/22

JOB SUMMARY: Responsible for assessment, service plan development, coaching, and connecting families to resources to support participant families with achieving their goals. Support program participants with developing individualized goals and objectives and connecting them with appropriate community resources. Support families using Critical Time Intervention, Strengthening Families and 2Gen models, while using a trauma informed approach.

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 model cooperation and professionalism with other CSS staff and colleagues in the community.

Education / Experience: High School Diploma and one year experience working with families in a case management or similar role.

Skills: Ability to build rapport and trust with clients and staff; demonstrated success with coaching participants towards achieving their goals; exemplify the mission, vision and values of Catholic Social Services in words and actions; 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.

CASE MANAGEMENT RESPONSIBILITIES:

1. Conduct assessment of family's needs.
2. Assist with developing a case plan, to include goals and objectives, based on needs identified in their assessments.
3. Thoroughly and accurately document services provided.
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. Support clients in meeting their objectives, coach them to continue to progress towards permanent stability.
7. Meet with program participants according to their needs and program guidelines
8. Make follow up contacts to determine participant's status in housing placement, treatment, or health related facilities.
9. Assist with facilitation of participant groups and activities related to implementing Strengthening Families and 2Gen models and in accordance with their case plan.
10. Maintain knowledge of and professional relationships with community resource and service providers.
11. Complete monthly statistics on case management services, provide the statistical data to the program director.

12. Coordinate service provision among different providers as needed.
13. Provide crisis intervention as needed.
14. Adapt to changing environments, think creatively and flexibly to meet the needs of participants and the program.
15. Must have valid AK driver's license; must have own insured vehicle; flexibility to work varying hours and days of the week
16. Must be willing and able to transport clients in personal vehicle.

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. Supports training delivery and implementation of critical time intervention case management model. Attends 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 _____