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**Project Hope Case Manager Job Description**

Reports to: Executive Director or designee

Supervisory Responsibilities: None

Employment Status: Part Time; hourly position of up to 20 hours per week. Monday through Friday with flexible evening hours to accommodate resident work hours and program classes; Saturday’s if needed to accommodate client schedules

 The Program Case Manager is responsible for increasing the quality of client management, maximizing satisfaction, and promoting effectiveness of the Project Hope transitional and supportive housing program. The successful candidate will be accountable for the full client cycle and management plan for each individual and their dependents. Case manager duties include assessing, planning, implementing, referring, linking, monitoring and evaluating actions required to meet the services needed. Accomplishes client care by assessing needs; developing, monitoring, and evaluating plans and progress; facilitating discussions to counsel and improve client care and monitoring progress. This job description is intended to be a guide and is not exclusive as to all responsibilities of the position of Program Case Manager with Project Hope of Marion County, Inc. The Program Case Manager is expected to serve as a team member in all aspects and to fulfill other duties as requested.

Responsibilities include:

* Coordinating and providing care that is safe, timely, effective, efficient, equitable, trauma informed, and client-centered
* Handling case assignments, creating service plans, reviewing case progress and determining case closure
* Helping clients achieve wellness and autonomy in all aspects of their lives
* Coordinating aspects of the client’s needs such as assistance with job searching, personal development, medical care, etc.
* Ensuring proper utilization of services and resources are individualized and in place for each client
* Facilitating courses to meet the needs of clients based on evaluation, feedback, and observation
* Coordinating and providing feedback and assistance that is safe, timely, effective, efficient, equitable, and client-centered
* Facilitating multiple care aspects (case coordination, information sharing, etc)
* Helping clients make informed decisions by acting as their advocate regarding their needs and options
* Developing effective working relationships and cooperating as a team throughout the entire case management process
* Recording client information completely an accurately
* Producing thorough, detailed, and concise reports to the Executive Director
* Addressing motivational and psychosocial issues by referring to identified community therapeutic partners.
* Adhering to professional standards as outlined by protocols, rules and regulations
* Conducting interviews with applicants and participating in the client selection review committee
* Ensuring the practices and procedures identified in the case management manual are adhered to for each client
* Attending monthly community meetings to include, but not limited to: Children’s Alliance of Marion County
* Assisting the Executive Director with soliciting donations and community support as needed
* Assisting the Lead Program Case Manager in case management duties as requested

Requirements of the position:

* Proven working experience in case management, or a related job
* Associates Degree or three years experience working in a human service field
* Excellent knowledge of case management principles
* Previous experience with aspects of care
* Effective communication skills
* Excellent organizational and time management skills
* Familiarity with professional and technical emerging knowledge
* Problem solving skills and ability to multi-task
* Compassionate with teamwork skills
* Knowledge of Word, Excel, and PowerPoint
* Ability to work flexible hours to meet the needs of residents