



## Case Manager Job Description

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Job Classification: Non-Exempt

Reports to: Executive Director

Description of Position: The Case Manager is responsible for ensuring efficient and effective delivery of the highest quality, trauma-informed support services for clients. Services to clients are intended to aid them in improving their social, economic, cultural, or educational status. Responsibilities include providing intake functions based on individual client needs, coordination of program activities, development, and implementation of specialized case plans, such as seeking and maintaining employment, family budgeting, substance abuse and mental health referrals to services when expressed or assessed as an identified need. The Case Manager will assist in the enforcement of policies and guidelines set by the program; facilitate communication between external stakeholders and internal team members to ensure the provision of quality services. The Case Manager will seek grant opportunities and write grants to allow for maximum service provision and supportive funding for Saving Mercy's mission.

Educational Qualifications: The Case Manager must have a bachelor's degree in human services or another related field. Relevant experience in Permanent Supportive Housing programs of the candidate may be considered in lieu of a bachelor's degree.

Experience Qualifications: The Case Manager shall have a minimum of two years of relevant experience, computer proficiency and excellent communications skills. Experience in case management serving the homeless is preferred. Mental health and substance abuse assessment experience and a working knowledge of area resources for client assistance are required.

Personal Qualifications:

The Case Manager must:

- Have the ability and willingness to motivate and empower those involved in all program activities.
- Be capable of working independently and as a team member.
- Possess and implement problem solving skills.
- Establish effective working relationships.
- Balance team and individual responsibilities, exhibit objectivity and openness to other views; give and welcome feedback; contribute to building a positive team spirit.
- Follow agency policies and procedures.
- Demonstrate professional and personal ethics.
- Demonstrate excellent communication skills.
- Demonstrate self-motivation and ability to maintain concentration and flexibility regarding fast changes in task assignments as well as multiple task assignments. Act with a sense of urgency.
- Have a working knowledge and experience using standard office equipment.

- Demonstrate accuracy in work products to ensure quality.
- Ask for and offer to help other team members when needed.
- Work when scheduled; begin and end work as expected; call in according to policy when arriving late for work or when absent; observe provisions of Fair Labor Standards Act; observe policies on lunch period and uses work time appropriately.
- Demonstrate and maintain appropriate boundaries with clients and staff.
- Utilize creativity.
- Apply time- management, organizational, and planning skills.
- Articulate Saving Mercy's program to the community. Assist in fundraising activities as assigned.
- Possess sensitivity to cultural differences in the service population, staff, and volunteers, and can forge working relationships.
- Have knowledge of local, state and/or federal regulations.

Other requirements: the Case Manager must pass background screening and clearance including a clean driving record.

Responsibilities for the Permanent Supportive Housing Program:

- Maintain appropriate case files in accordance with HIPAA requirements and guidelines,
- Perform all intake functions, beginning file for each client,
- Maintain/access timely records using the Homeless Management Information System (HMIS),
- Use funds with stewardship and request funding timely,
- Review applications with the Executive Director to make decisions regarding client's eligibility, when necessary,
- Ensure that all clients apply for available subsidies,
- Assist clients in setting goals and identifying their immediate needs,
- Provide information, referrals, and problem-solving assistance to resident families,
- Conduct and attend regular meetings with program participants, team and community members, various community boards, and other meetings to be determined as necessary.

As Saving Mercy's needs change, other duties may be assigned by the Executive Director.

I acknowledge that I have read and received a copy of this description:

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_