

Children of the Immaculate Heart

Adult Program Case Manager Job Description

The Case Manager oversees the physical and mental wellness of CIH clients to ensure they are supported and can achieve the best outcomes. Primary duties include:

Case Manager Job Responsibilities:

- Accomplishes clients' care by assessing treatment needs; developing, monitoring, and evaluating treatment plans and progress; facilitating interdisciplinary approaches; monitoring staff performance.
- Admits new clients by reviewing records and applications; conducting orientations.
- Determines clients' requirements by completing intake interviews; determining need for therapeutic medical, psycho-social, and psychiatric evaluations; reviewing therapist evaluations, treatment objectives, and plans with the Adult Program Manager.
- Establishes treatment programs by setting schedules and routines; coordinating services being provided; arranging resources, including transportation and escort.
- Monitors cases by verifying clients' attendance; observing and evaluating treatments and responses; advocating for needed services and entitlements; obtaining additional resources; intervening in crisis; providing personal support without overstepping boundaries.
- Maintains clients' records by reviewing case notes; logging events and progress.
- Communicates clients' progress by conducting weekly interdisciplinary meetings and evaluations; disseminating results and obstacles to the therapeutic team and with the Adult Program Manager; identifying treatment influences.
- Prepares clients' completion of the program by reviewing and amplifying program completion plans; coordinating discharge and post-discharge requirements; orienting and training family members; providing resources.
- Meets budget by monitoring expenses; implementing cost-saving actions.
- Prepares reports by collecting, analyzing, and summarizing treatment and results data and trends; compiling statistics; completing grant and subsidy applications.
- Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.

Work Hours & Benefits

This is a part time job starting at 20 hours a week, pay is to be discussed. The hours and days worked are dependent on the needs of the clients. Dental and Vision benefits are available to part time employees but the SHARP employee health plan benefits are only available to full time employees who work 32+ hours a week.

Case Manager Skills and Qualifications:

- Documentation skills
- Analyzing information
- Decision making
- Research skills

- Verbal communication
- Written communication
- People skills
- Resolving conflict
- People management
- Integrity
- Patience
- Connecting with children & survivors of trauma

Education, Experience, and Licensing Requirements:

- High School Diploma or GED
- 3+ years experience with survivors of trauma and/or survivors of sex trafficking
- Professional or personal experience supporting individuals with disabilities, mental illnesses, or challenging behaviors highly preferred
- Must pass background check
- Must be over 21 years old