

Children of the Immaculate Heart: St. Bakhita's Program for Women with Children Job Description

TITLE: Case Manager

FLSA STATUS: Non-Exempt

SUMMARY

The case manager is responsible for providing direct care social services to the clients assigned by the Program Manager as a "case load." This responsibility includes all required documentation and record keeping.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following duties and responsibilities are illustrative of the primary functions of this position and are not intended to be all inclusive.

1. Case Load. As designed by the Program Manager, and based upon the client base, the case manager will be assigned up to 10 clients.
2. Client Intake. Assist the Program Manager with client intake and admission.
3. Client Treatment Reports. Write and document the following for caseload:
 - Maintain confidentiality of records relating to clients' treatment.
 - Initial treatment plans / needs / service plan
 - Ensuring provision of or access to core services and support
 - Quarterly / Monthly reports
 - Discharge summaries
4. Case Management. a) Follow-up with workers, families, and outside agencies; and b) oversee the discharge planning in consultation with the Program Manager.
 - Encourage clients to express their feelings and discuss what is happening in their lives and help them to develop insight into themselves and their relationships.
 - Guide clients in the development of skills and strategies for dealing with their problems.
 - Counsel clients, individually and in group sessions, to assist in overcoming dependencies, adjusting to life, and making changes. Collect information about clients through interviews, observation, and tests. Act as advocate to coordinate required services or to resolve emergency problems in crisis situations. Develop and implement treatment plans based on clinical experience and knowledge.
 - Evaluate client's physical or mental condition based on review of client information. Meet with families, probation officers, police, and other interested parties to exchange necessary information.
 - Refer patients, clients, or family members to community resources or to specialists as necessary.

- Modify treatment activities and approaches as needed to comply with changes in clients' status.

5. Client Discharge. Assist the Program Manager with client discharge tasks.

- Discuss with individual youth their plans for life after leaving St. Bakhita's Program.

7. Staff Training & Follow-up. Assist the CEO and Program Manager with trainings for other program staff when necessary.

- Evaluate the effectiveness of program services and clients' progress in resolving identified problems and moving towards defined objectives.
- Learn about new developments in the field by reading professional literature, attending courses and seminars, and establishing and maintaining contact with other social service agencies.

PRINCIPLE INTERACTIONS

Primary relationships include: the clients and the Program Manager. Secondary relationships will include: the CEO and Office Manager.

EDUCATION and EXPERIENCE

Individuals qualifying for this position must have a degree in behavioral health or social work and a minimum experience of two (2) years experience as a social worker or counselor providing direct care services or a Masters in Social Work.

AUTHORITY LEVEL

Assigned Case Load

REPORTS TO

Program Manager

LANGUAGE SKILLS

The case manager must have the ability to read, analyze, and interpret general company policies and procedures/manuals, to write clearly, ability to effectively present information and respond to questions from youth, and other staff. Spanish speakers or other bi-lingual candidates are preferred.

REASONING ABILITY

The case manager must have the ability to solve practical problems and deal with a variety of different personalities, as well as the ability to handle stressful or sensitive situations tactfully and diplomatically.

CERTIFICATES, LICENSES, REGISTRATIONS

Must have a valid California driver's license and reliable transportation.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to sit, talk, listen, drive, walk, and take clients to appointments.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the employee is occasionally exposed to uncontrolled physical behaviors such as screaming, kicking or throwing objects. The noise level in the work environment is usually normal.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.