



## JOB DESCRIPTION

### **Case Manager**

REPORTS TO: Director of Client Services  
Non-Exempt

**PAY RATE: \$17.00 per hour**

#### **POSITION SUMMARY**

This position will be responsible for providing comprehensive case management, advocacy, community-based resource referrals, and crisis intervention for clients. This position will also regularly meet with program participants to evaluate needs, provide support, establish goals, and assess progress.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Provide case management services, implement housing and supportive plan, and conduct client assessments consistent with program requirements within 24 hours of intake.
- Gather required client documentation and perform timely data entry. Complete progress notes and case contact summaries into HMIS system.
- Leverage internal systems and grant funds to connect clients to a continuum of services.
- Provides case management services, including but not limited to supportive counseling, crisis intervention, mentoring and education.
- Meet with assigned clients at least once per week.
- Evaluate and adjust case plan goals within 30 days if clients are not placed in housing.
- Conduct and interpret client pre- and post- strengths-based needs assessments and outcome matrix.
- Maintains current knowledge on community and financial resources for appropriate client assistance and/or referral. Aid in form completions to obtain available services.

#### **OTHER RELATED DUTIES**

- Attend and actively participate in case review, staff meetings and in-service trainings as scheduled.
- Provide peer-mentoring to staff members.

NOTE: These statements are intended to describe the general nature and level of work being performed by employees in this position, and are not to be construed as an exhaustive list. In addition, they do not establish an employment contract, as employment with Poverello House is always at-will.

- Attend community meetings, develop and maintain good networking relationships with community referral agencies and updates appropriate referral system and resources for staff to implement and share. Provide clients with accurate information and referral services.
- Provide accurate, timely, and complete information used for grant reporting and management.
- Safeguard Poverello House assets and client's security and confidentiality.
- Perform other duties as reasonably assigned.

## **ORGANIZATIONAL ACCOUNTABILITIES**

- Mission: Identifies with, shares in, and displays a commitment to the mission, philosophy, and objectives of Poverello House and bears witness to the healing mission of the organization. Gives consideration to the core values of dignity, service, and social justice in daily encounters and business transactions, and demonstrates caring, compassion, and sensitivity to others.
- Customer Service: Demonstrates a commitment to exceptional customer satisfaction to all parties with whom the employee interacts. Conducts self in a polite, forthright manner, communicating with others and using discretion, judgment, common sense and timeliness in customer service decision-making.
- Integrity and Trust: Is widely trusted and seen as truthful; presents the facts in an appropriate and professional manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
- Teamwork: Demonstrates ability to work harmoniously with others to get a job done. Attitude promotes positive work environment; respects others; resolves issues and conflicts. Communicates effectively with team members and provides constructive suggestions to improve team performance.
- Leadership: Acts in a self-directed manner; takes action before being directed by others or forced by events. Seizes opportunities and is proactive in avoiding potential problems. Learns from own mistakes; adapts to changing conditions; takes on challenging or difficult assignments. Inspires excellence and commitment in others.
- Planning: Determines resources and actions required to accomplish objectives. Sets priorities and manages time effectively to meet deadlines and follow through on commitments. Identifies potential problems and opportunities and works with supervisor to plan contingent actions, as appropriate.

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- Attendance and Reliability: Consistently adheres to scheduled work hours, and is flexible to change work hours when requested. Follows established procedures for reporting absences and requesting time off.

## **QUALIFICATIONS**

### Education

- High school diploma or General Education Degree (GED) required.
- Course work from a two-year college or university in the field of human services or social services preferred.

### Skills and Experience

- Two years' experience working in substance abuse or mental health environments is preferred.
- Ability to remain calm and decisive in crisis situations.
- Ability to communicate effectively with a wide variety of people, demonstrating resourcefulness and mediation skills.
- Ability to use software programs including Microsoft Word, Excel, and Outlook as well as basic internet operations.
- Ability to manage and prioritize multiple tasks under deadline pressure.
- Basic math skills.
- Highly organized.
- Strong verbal and written English skills. Bilingual (Spanish or Hmong) a plus.

## **PHYSICAL REQUIREMENTS**

*The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- While performing the duties of this job, the employee is regularly required to sit. The employee is often required to walk, stand, bend or squat, climb, twist, or kneel.
- The employee must occasionally push, pull, reach above and below the shoulder, and use hands and fingers for keyboarding and handling paper documents.
- The employee must occasionally lift and/or move up to 30 pounds.

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- Specific vision abilities required by this job includes close vision, distance vision, peripheral vision, depth perception and ability to adjust focus, and visual acuity sufficient to read a computer screen and paper documents.
- Acute hearing is necessary for telephone and in-person communication with staff, clients, vendors, and others.

## **WORK ENVIRONMENT**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- The position functions indoors in a controlled office environment and outdoors throughout the Poverello House property. Outdoor environments may include uneven ground.
- Exposure to potentially violent interactions between clients or others.
- Frequent interaction with the public on work premises or at community events.
- Regular exposure to dust, gas and fumes.
- The noise level in the work environment is generally moderate, occasionally excessive.

If interested in position, please send resume to [povhr@poverellohouse.org](mailto:povhr@poverellohouse.org)

**No Phone Calls Please**

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