

Job Description

Title: Case Manager
Department: St. Margaret of Cortona
Reports To: Program Director
FLSA Status: Exempt

General Description:

St. Margaret of Cortona Transitional Housing of Catholic Charities of the Diocese of Arlington seeks a full-time case manager to oversee its families at St. Margaret of Cortona Transitional Housing in Prince William County. St. Margaret offers 12-24 months of transitional housing to homeless families exiting emergency shelters. The hired individual will provide intensive case management to residents who are on their path to independent living and financial stability. In keeping with Catholic Charities Gospel Mission to serve those in need, mind, body and spirit, Catholic Charities will provide the families of St. Margaret with the opportunity to engage in transformational activities. The position will require some evening work and on-call responsibilities. The Case Manager will work closely with the Program Director and staff in addition to counselors and volunteers to holistically serve St. Margaret's families. The Case Manager makes decision pertaining to programming and resident needs and cases in the absence of the Program Director. Responsibilities include: conducting individual needs assessments, program planning, monitoring of residents' progress, service referrals and coordination, the provision of client support and training, and assisting in finding rapid re-housing.

The candidate must be able to develop strong working relationships with the client population, be able to relate to individuals making significant life decisions, and be supportive of individuals' increasing independence. Must also be able to provide effective training, prepare written reports, and maintain client documentation.

Specific (Essential) Responsibilities:

Perform assessment of client's physical, mental health and social needs, life skills competency, employability, educational needs, quality of life issues, strengths and needs, and other necessary areas.

All assessments should be used to build an appropriate family service plans. The assessments will highlight the family strengths and family barriers. The family strengths should be used to formulate a plan for overcoming barriers. These family service plans will be reviewed and adjusted on a monthly basis.

Works closely with mental health counselors to screen clients for referral to Mental Health or Substance Abuse services. Operates as part of an interdisciplinary treatment team with independent case management skills and the ability to collaborate with staff in different disciplines. Actively consults with St. Margaret team and receives supervision from assigned supervisor as needed. Participates in scheduled team case staffing.

All contacts with clients, whether in person, over the phone, or a collateral contact/another service provider, should be documented.

Be on call status as directed by the Program Director

Assist clients in securing appropriate services and housing and coordinate delivery of all services to clients.

While identifying and assessing the client's barriers, the case manager will also identify the resources necessary for the client to overcome these barriers. Through team meetings, supervision and personal research, the case manager will identify community resources available to the client.

Ability to work alone and handle problems with good judgment.

Ability to maintain clear personal and professional boundaries.

Ability to work effectively in constantly changing and sometimes demanding or chaotic environment.

Knowledge of and experience with de-escalation techniques, crisis-intervention and conflict resolution techniques.

Must be able to react quickly and appropriately in an emergency situation.

Assure that all relevant information pertaining to clients is disseminated to all appropriate staff members in a timely manner. Case managers will present the current situation of the families during weekly team meetings; however, time-sensitive information will be disseminated to the appropriate staff and agencies including DFS, HL and etc.

Encourage the client and his/her family to focus their efforts on attaining the objectives specified in the service plan. The case manager will complete motivational training as scheduled by his/her supervisor.

Prepare a monthly progress report each client while in a program.

Assist residents in securing appropriate services.

Assist residents in plan for discharge/exit planning from the program.

Monitor the need to plan, coordinate, and conduct Client Concern Meetings. The case manager is responsible for scheduling and preparing with the Program Director for all Concern

Meetings. This includes inviting additional staff to attend, reserving a room for the meeting and completing the appropriate pre and post meeting documentation.

Maintain complete client records in accordance with agency and best standard practice.

Institute ongoing review of client service plan and compliance to the service plan and program requirements.

Create and maintain financial budgets and monthly service fee calculations and provide money management education with clients.

Participate in staff meetings and trainings as directed by supervisor.

Participate in meetings with other representatives from Catholic Charities and other agencies to deliver wrap around services to clients.

Compile statistics as directed.

Function as a contributing member of a multidisciplinary team with St. Margaret and Catholic Charity employees, deployed staff, and involved agencies.

Support clients in their successful completion of the program.

Demonstrate positive role modeling for residents and contribute to the health and well-being of all residents while on duty.

Practice effective time management and communication skills.

Ensure compliance with all agency policies.

Perform other duties as assigned.

Supervision provided:

Reports to the Program Director.

Qualifications:

Education and Experience: Successful candidate must possess a Bachelor's degree in Social Work or related field. A master's degree in human services with experience will be preferred. Two years' experience with providing services to low income high barrier adults is preferred. Valid Driver's License. Knowledge of Virginia Mandated Reporting Requirements. Virtus training.

Skills: Bi-lingual preferred. Keyboarding to include computer literacy. The candidate must be able to develop strong working relationships with client population, be able to relate to individuals making significant life decisions, and be supportive of individuals' increasing independence. Must also be able to provide effective training, prepare written reports, and maintain client documentation.

Capabilities: Current certification in CPR/First Aid may be required.

Physical Requirements: Transitional Case Management requires travel and some home-visits. Some hours will be indoors in a normal office environment with little exposure to excessive noise, dust, fumes, vibrations and temperature changes; computer use up to 3 hours at a time; work at fast pace with unscheduled interruptions. Responsibilities may require an adjusted work schedule to include overtime, and evening/weekend hours.

Please email cover letter with salary requirements and resume to: jobs@ccda.net

No phone calls please. EOE