



Sarah's Circle

Helping Women Rebuild Their Lives

Position Title: Case Manager

Supervised by: Program Manager

Supervises: none

Department: Program

Status: Full Time

Position Description Updated: July 2018

Summary

Case Managers provide intensive case management for clients seeking housing, which includes linkage and coordination with other agencies. When working in the program space, Case Managers are responsible for fostering a safe and trauma informed environment. They must also document services within a timely manner, including data entry in HMIS. Occasional assistance with program coverage and support of volunteers is required.

Responsibilities

Individual Services (approximately 70% of the time)

- **Intensive case management:** complete intake assessments, assist with goal setting, facilitate regular progress meetings, provide off-site case management as needed, advocate for client needs, and provide appropriate referrals
- **Service planning:** assist clients with creating effective service plans, ensure follow-up, make amendments when appropriate, and document progress

Program Services (approximately 10% of the time)

- **Welcome clients:** greet all individuals that enter the program; address immediate needs such as food, clothing, and medical attention
- **Provide information:** ensure clients understand the program overview and the grievance process; provide copies of client rights and responsibilities and the mission statement; assess for language barriers
- **Maintain a respectful culture:** respond to requests within a reasonable timeframe; interact with clients that are in distress without immediately giving consequences; use nonjudgmental language; listen and validate a wide range of emotions expressed by clients; assist with de-escalation within program space
- Facilitate groups, as identified with supervisor
- Provide guidance to program staff and volunteers as needed
- Assistance with program coverage is occasionally required

Administration (approximately 20% of the time)

- Input accurate and complete data for all clients into HMIS and internal reports
- Attend staff meetings and supervisory meetings, as instructed by supervisor

- Participate in Sarah’s Circle Annual Winter Walk
- Perform other duties, as assigned by supervisor

Competencies

- **Dependability:** able to work independently, submits accurate documentation, and seeks guidance when needed.
- **Teamwork:** establishes collaborative relationships with staff and volunteers, provides leadership when appropriate
- **Receptive:** accepts feedback, takes ownership of responsibilities, and identifies areas of growth
- **Interpersonal Skills:** communicates clearly (both written and verbally), seeks solutions, and demonstrates flexibility
- **Integrity:** keeps sensitive information confidential and adheres to personnel policies
- **Initiative:** brings questions to supervisor and seeks opportunities for further development
- Maintain current knowledge base by participating in educational or training opportunities, reading relevant publications, and maintaining professional networks

Qualifications

Education

- Bachelor’s degree in psychology, social work, or related social service field required

Job Experience

- 1 – 2 years of experience working with individuals experiencing homelessness and/or individuals with a history of trauma required

Health and Safety Requirements

- Ability to lift approximately 20lbs
- Follow Occupational Safety and Health Administration (OSHA) through administrative updates compliant with federal law

Staff Signature

Date

Supervisor signature

Date

Note: This job description is not intended to be all inclusive and employee may perform other duties as appropriate.