



Case Manager

Department: Financial & Housing Stability

Reports to: Team Leader

Program: Case Management

Job Location: Rutherford Office / Remote

Position Status: Full-time

FLSA Classification : Non-exempt

Salary Range: \$24.00-25.00 per hour

The Case Manager provides comprehensive, client centered case management services to older adults and individuals with disabilities with a focus on advocacy, problem solving and meeting basic needs while respecting client self-determination. This role is responsible for providing direct client services, maintaining service delivery records, and adhering to reporting requirements. The ideal candidate thrives in a fast-paced, multi-tasking and collaborative environment.

Essential Responsibilities:

- Maintain an evolving caseload, providing short- and long-term services to caseload based on client needs
- Conduct comprehensive needs assessments
- Assist clients to gather documentation necessary for eligibility
- Focus actions on the five key tasks of case management: engagement, assessment, planning, linking, and monitoring, and the underlying principles of hope and client self-determination.
- Document work in adherence to data standards and program requirements which may include proof of client eligibility, proof of services, reporting and deadlines. Stay up to date on data standards and program requirements as they change.
- Develop individualized service plans to establish scope of services and to monitor progress toward client goals; ensure that service plans are participatory, comprehensive and build on client strengths
- Key performance indicators are based on client results, and they include: benefits enrollment, financial and housing stability, healthy outcomes, and client satisfaction
- Identify, refer to, and collaborate with internal & external partners to support service plans and client success
- Assist clients in applying for and enrolling in public benefit programs
- Monitors and ensures contract and program compliance
- Work cooperatively to provide a professional work environment, staff cases, address program needs and review community resources
- Attend and participate in staff meetings, trainings, and agency activities
- Perform special projects as assigned

Competencies:

- Ability to develop and maintain collaborative, supportive, and professional relationships with clients, coworkers, volunteers, and external partners
- Ability to be warm, genuine & empathetic
- Ability to clearly communicate in person, electronically, and by telephone
- Knowledgeable in accessing community services, resources, and entitlements
- Ability to be flexible and quickly prioritize responses to changing needs of clients, volunteers

Minimum Requirements:

- Bachelor's degree in Social Work, Human Services, or related field and two (2) years' case management experience working with special populations; aging and homeless adults with disabilities
OR any combination of education and experience that is equal to the minimum requirements
- Experience with community services, resources, and entitlements
- Proficient in Microsoft Office Software applications and Outlook 365 features
- Reliable transportation with valid Texas Driver's License and active auto insurance
- Clear multi-state criminal history and motor vehicle driving record
- Negative TB skin test or clear chest x-ray (completed during onboarding)

Work Environment:

- Work occurs in the office setting, client residence, and other remote locations
- Direct interactions with clients, including frequent contact with clients who are formerly homeless, have a mental illness, are struggling with addiction, and/or have experienced trauma
- Ability to safely and successfully perform the essential job functions consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards
- Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state and local standards
- Must be able to lift, carry, push, pull up to 20 lbs.; but Family Eldercare will consider reasonable accommodations as needed.

Acknowledgement and Review:

By signing this job description, I acknowledge that I meet the qualifications, and able to perform all job functions, duties, and responsibilities. I further understand that I am responsible for promptly and effectively communicating in writing to the Company any need for accommodation. I acknowledge that I have read, understand, and may receive a copy of this Job Description. I further understand that Family Eldercare reserves the right to modify any Company policies, procedures, and processes based on organizational needs.

Print Employee Name:**Employee Signature:****Date:**