

**Job Description**

**Job Title:** Case Manager **FLSA Status:**  Exempt

**Department:** Betty Ann Krahnke Center (BAK)

**General Summary:**

Provide sufficient assistance to Residents in obtaining concrete resources such as legal assistance, safety planning, food, safe housing alternatives, filling out homeless tool forms, ensure crisis support and case management services are provided that would enable Residents to secure immediate life needs and move Residents towards self-sufficiency in a trauma informed care environment. Provide all Residents with referrals to community resources and coordination with Montgomery County’s DHHS Housing and Crisis Services. Work schedule will include two evenings a week and the lead staff interacting with the Resident in the shelter milieu.

**Principal Responsibilities and Duties:**

1. Provide a numbered list; this is not meant to be exhaustive, it is more of a general overview. Welcomes new residents to the BAK Center and assists with needs assessment, development of a client plan of action, safety planning and review of BAK guidelines. Case Manager handles admission and discharges of Residents.
2. Works collaboratively with survivors and the clinical team, helps develop a plan of action that includes safety planning, legal options, financial remedies, housing options, mental health and other individual goals as directed by the client’s needs.
3. Meets with survivors on a regular basis (minimum twice a week) to facilitate plan of action. In conjunction with Clinical Therapists, ensures that survivors develop life skills as identified in their service plan. Case Managers are to be responsive to Residents needs and link Residents to needed services with Clinical Therapist and residential staff.
4. Accompanies clients to meetings and appointments as needed. Assists in development of discharge options and plans.
5. Maintains up to date knowledge of benefits and community resources and attends meetings in the community about housing, benefits, etc.
6. Plans and coordinates educational group adult activities which promote healing using visual arts, poetry reading, dance, music, physical exercise, games and cooking.
7. Assists survivors in the development of new life skills such as budgeting, time management, parenting strategies, and problem solving.
8. Assist survivors in connecting with DHHS entitlement resources (such as SNAP, medical assistance, etc.) protective orders, attorneys, and vocational services.
9. Attends weekly case consultation meetings, individual supervision and required trainings in both Domestic Violence and Trauma Informed Care.
10. Ensures that clinical notes and monthly statistics are complete, timely and accurate. Maintains strict confidentiality of survivor records and information.

**Knowledge, Skills, and Abilities Required:**

1. Bachelor’s degree in social work, counseling, psychology or closely related field with a minimum of one year of relevant experience in program area.
2. Must have valid driver's license with less than three points.

**Working Conditions:** *Note: Reasonable accommodations may be made to enable a qualified individual with a disability(s) to perform the essential functions of this position.*

1. Work occurs in a residential care environment where noise and distractions are common

**Reporting Relationships:**

1. Reports to the Program Director.

**Employee Receipt:**

I have reviewed this job description.  I understand that it is my responsibility to ensure my understanding of these duties and determine that they accurately reflect my job requirements. If that is not the case, I understand that I must inform HR in writing of any claimed inaccuracies so that such questions can be addressed and resolved.  My failure to do so will be taken as my concurring with the accuracy of my job description.

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Signature (Employee) (Date)

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**Approvals:** ☒ Approval verified by Division of Human Resources Staff

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Name Title Date

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Name Title Date

The above statements are intended to describe the general nature and level of work being performed by positions assigned to this class. They are not be construed as an exhaustive list of all responsibilities and duties of positions so classified.

Revision History

Reviewed Date \_\_\_\_\_\_\_\_\_\_ Reviewed by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date \_\_\_\_\_\_\_\_\_\_ Reviewed by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Effective Date: 2/18

Revised: 10/22 (title change from client case coordinator, SP Format)