Job Description

Job Title: ReMerge Senior Case Manager
Reports to: Program Director
Status: Full Time, Non-Exempt
Date: July 2020

Purpose of This Position:
The ReMerge Senior Case Manager will supervise and manage various aspects of care and case management for ReMerge participants. This includes monitoring progress of basic needs to include, hygiene items, clothing, food, housing, transportation, identification, government benefits, community resources and referrals, budgeting, housing, program schedules, appointments and more.

The primary duties include the following:
- Manage case management team in addressing physiological needs of participants, children and families.
- Lead case management team in guiding participants through the program competencies and requirements.
- Document and communicate program violations to supervisor and probation officer.
- Work collaboratively with Clinical, Strengthening Families, Health/Wellness, and Education/Employment departments to ensure that client needs are being met holistically.
- Assist with coordinating needs and activities of ReMerge graduates and their families
- Maintain tracking and reporting of key program data and outcomes
- Meet regularly with the team to discuss participant’s plans and progress, program goals, data entry, and outcomes.
- Maintain confidentiality of all participants.
- With support from Program Director, submit monthly reports with quantitative and qualitative information pertaining to program progression of clients, successes and outcomes.
- Work with Program Director to monitor progress toward grant and program goals by utilizing ReMerge database.
- Review/Audit of client files (hard files and Salesforce) to ensure case management plans have clear identified needs, are up-to-date and that data quality is maintained.
- With support from Program Director manage aspects of program budget.
- Coordinate and provide care that is safe, timely, effective, efficient, equitable, and client-centered.
- Conduct crisis intervention as needed.
- Provide oversight for case management team and up to 75 women at a time.

Education Required:
Bachelor’s degree Social Work, Psychology, Counseling, Criminal Justice or related field required.

Experience Required
Minimum 2-year experience working in Social Services setting; experience working with criminal justice systems, substance abuse, addiction, and trauma; experience with basic computer skills, data collection and reporting; Basic office experience, proficient in Microsoft Word and Excel with knowledge and experience in
Microsoft Access. Willingness to learn new skills, flexibility and comfort with ambiguity as program continues to evolve.

**Knowledge and Skills to perform this position:**

- Demonstrated collaboration skills and experience working with a variety of community partners
- Ability to work as part of a team, respecting the diverse opinions and experiences of each team member
- Ability to prioritize tasks in order to meet deadlines
- Strong sense of empathy
- Excellent and proactive problem solver
- Accurate word processing, data entry
- Computer and typing skills
- Excellent organization and documentation skills
- Excellent verbal, interpersonal, writing and communication skills
- Able to address participant challenges with compassion and determine resilience when dealing with non-linear change in the lives of participants.
- Knowledge of recovery models of addiction and criminogenic behavior
- Ability to work in a fast-paced environment
- Team Player with excellent communication skills
- Ability to work independently with strong sense of focus, task-oriented, and clear sense of boundaries
- Ability to work in a variety of settings with culturally-diverse consumers with the ability to be culturally sensitive and appropriate
- Ability to legally operate a motor vehicle and provide own transportation

**Electronic Equipment Requirements**

- Cell phone and data package is required for this position. Employee must have working cell phone and provide number to supervisor and relevant staff. Data package must be available as needed for work purposes.
- Must be computer literate and proficient in Microsoft Office; must be able to operate standard office equipment.

**Decision Making Authority:** (When must employee consult supervisor?)

Once trained and familiar with the program, the position would require weekly consultation with supervisor.

**Supervisory Responsibilities**

TBD

Care Coordinator

**Attendance**

Ability to comply with the organization’s attendance policy as documented in the employee handbook required.

**Physical Requirements and Work Environment**

In the course of performing this work, the staff member will spend time sitting, standing, speaking, and listening. Must be able to regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25
pounds. Must have the dexterity of hands and fingers to operate a computer keyboard, mouse, and other office equipment. The employee must have the visual acuity to read and draft reports, memos, letters, etc. Specific vision abilities by this job include vision adequate for the employee to perform the responsibilities and functions of the job efficiently. Must be able to hear, speak, and communicate clearly.

The employee will work in a smoke-free office surrounding. Noise level is quiet to moderate.

The qualifications, physical demands, and work environment described herein are representative of those an employee will encounter and must meet to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The requirements listed in this document are the minimum levels of knowledge, skills, and abilities.

This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.

Acknowledgement of Job Description
I acknowledge that this job description serves only as a guideline for the duties required of my position, and that my job duties are subject to change, as the organization deems necessary. I understand and accept that these are the responsibilities and requirements of this position.

_________________________________________
Employee Signature      Executive Director

_________________________________________
Date        Date