

RACS JOB DESCRIPTION

TITLE: Case Manager

JOB SUMMARY: Provides comprehensive intake, assessments and referrals for all families seeking RACS residential services. Acts as a link between families and local social service agencies/programs by providing information, referrals and follow-up contact. Provide targeted case management services by employing strengths-based techniques to assist families toward independence, self-sufficiency and safety.

JOB STATION: RACS Shelter/Administrative Offices

SUPERVISES: None

SUPERVISED BY: Director of Shelter Services

MAJOR DUTIES & RESPONSIBILITIES:

1. Intake - Interview families and develop and maintain relationships which encourage families to talk comfortably about their personal/family situation. Gather information necessary to assess family needs and determine eligibility and suitability for agency services, as well as other programs/services beneficial to the client/family and provide orientation to those services.
2. Assessment – Assist families to identify barriers which prevent them from meeting their basic needs, and determine potential solutions for overcoming these barriers. Help families to recognize and use their strengths in working toward their goal(s).
3. Referral & Follow-up - Identify resources within the agency and/or community capable of providing assistance to the family in meeting their needs. Inform and assist the family in the process to apply for and receive services and make appropriate referrals. Ensure follow-up of all inner and outer agency referral are completed in a timely manner.
4. Record Keeping/Reporting – Ensure that adequate program and participant records are maintained and that reports and paperwork are completed, as required.
 - Documentation of progress and observations critical to family development,
 - Accurate attendance records, travel records, monitoring reports, terminations, follow- ups, etc. are kept
 - Ensure quality case files are maintained
 - Ensure completion of electronic entries for quality, timeliness and accuracy
5. Targeted Coaching – Provides targeted family support services to individuals and families. The short-term goal of targeted family support is assist families as they move toward a healthy interdependence with their community which includes gaining personal and economic independence.
6. Service Knowledge – Responsible for maintaining knowledge of programs delivered by RACS staff. Coordinate local delivery of services, participate in continuous improvement reviews.
7. Agency/Community Contact – Establish and maintain effective working relationships to assure successful coordination efforts with community resources, including human service agencies, organizations, schools, employers and individuals, and accept referrals from them: Utilize other potential resources to the advantage of families. Participate in agency Family Case Conferencing sessions.

8. Provides or refers for crisis relief services which may include utility assistance, food assistance, housing assistance, and other emergency services.
9. Attending meetings and trainings as required.
10. Assist agency staff as needed.
11. Participate in agency on-call rotation.
12. Carry out mandated reporter responsibilities as required by the Child Abuse/Neglect law of the state of Missouri.
13. Responsible for knowing and abiding by all agency policies and procedures.
14. Perform other duties as assigned by supervisor.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Domestic Violence, Sexual Assault and stalking programs, services and initiatives;
- Basic techniques of interviewing and assessing families' situations utilizing standard agency process/procedures including strengths-based techniques;
- Diverse cultures/lifestyles and problems of interpersonal violence in the community;
- Missouri Child Abuse and Neglect laws and procedures for reporting suspected abused or neglect.

Skill In:

- Empathizing and developing relationships with clients;
- Reflective listening;
- Stating points clearly and effectively;
- Cooperative conflict resolution;
- Mediation and constructive confrontation;
- Effectively record observations and family information to funding source specifications;
- Oral and written communication;
- Expressing ideas, concepts and plans effectively, both in oral and written form.

Ability to:

- Establish and maintain mutually respectful relationships with families;
- Establish and maintain mutually respectful relationships with coworkers;
- Deal with confrontation in a constructive manner;
- Work as a team member;
- Manage stress, utilize time effectively, and work independently;
- Maintain high level of confidentiality;
- Deal effectively with diverse groups;
- Implement concepts learned from training

Work Environment and Physical Requirements:

Work is generally performed in an office environment with frequent interruptions and irregularities in the work schedule. No special coordination beyond that used for normal mobility and handling of everyday objects and materials is needed to perform the job satisfactorily. Working hours may vary and occasional evening or weekend work is required. RACS is a family friendly organization that respects work-life balance and supports flexible scheduling when possible. Incumbents may be required to lift and carry up to 25 pounds. Travel between communities within the RACS service area requires the ability to drive and use of a personal vehicle.

QUALIFICATIONS REQUIRED:

1. Prefer post-secondary education in social services, psychology, human or children and family development or other related degree.
2. At least one year work experience in a social services field.
3. Working knowledge of Windows 2000, Microsoft 2007, Google, and other software programs used by the agency's family development teams.
4. Demonstrated ability to be a self-starter and work independently of direct supervision.
5. Residence within designated service area preferred.
6. Possession of a valid, current Missouri Driver's license and daily access to a licensed automobile.

NON-EXEMPT