CASE MANAGER
Job Description

POSITION SUMMARY:
Provide ongoing support and expertise to helping homeless women, potentially coming from the prison system, obtain knowledge and skills that provide the framework for understanding the problems they are experiencing while acquiring the skills that are necessary to lead disciplined, productive and safe lifestyles and reenter the mainstream of society.

RESPONSIBILITIES:
• Provide holistic and comprehensive case management services to all clients including but not limited to: intake assessment, benefit assessment, goal setting and progress monitoring
• Monitor the needs of the residential homes and solicit new clients
• Place new clients in appropriate TFCF home
• Develop and implement (in collaboration with client) an individualized transitional action plan including: client’s problems, short and long term goals, and goals that specify interventions and referrals for drug and alcohol treatment and recovery
• Develop an individualized housing and service plan, including planning a path to permanent housing stability
• Transport clients to and from grocery store, medical appointments, laundry, as needed
• Represent TFCF at various community collaboration meetings such as probation and ICH
• Track monthly stats of clients and various TFCF programs/projects
• Provide weekly/monthly reports to supervisor for reporting purposes
• Assist clients in achieving the transitional action plan meeting once a week to: help them schedule appropriate services and trainings, follow-up with attendance of services and trainings, discuss the outcomes and advocate on their behalf upon interactions with any government or social service agency
• Identify and collaborate with other social services agencies to provide multiple options for clients to enroll in services and trainings
• Develop support systems to meet client needs by identifying and coordinating a variety of available services necessary to maintain independent living, family stabilization and self-sufficiency
• Chart and maintain confidential client files and records which includes entering progress notes (filed within 24 hours) documenting the content of contact with the client or with the collateral sources for the client
• Weekly tracking of client’s chores and group participation for reporting purposes
• Conduct monthly housing inspections for double scrub, and weekly check-ins at shelters
• for city, county and state contracts
• Provide monthly progress report to Director
• Other duties as assigned by the Director

Effective 2/2020
KNOWLEDGE/ABILITY:
- Must be able to demonstrate proficiency in Microsoft Office Programs, i.e. Word, Excel, Outlook, etc.
- State and Federal laws and regulations on confidentiality, HIPPA, and other government standards
- Community resources and counseling/social work practices with high risk populations and working with persons in crisis
- Excellent written, verbal communication and documentation skills
- Ability to establish rapport and motivate others towards achieving goals
- Ability to work independently with strong sense of focus, task-oriented, nonjudgmental
- A strong sense of and respect for confidentiality involving both clients and fellow employees
- Ability to work in a variety of settings with culturally-diverse families and communities with the ability to be culturally sensitive and appropriate

MINIMUM EDUCATION / EXPERIENCE:
- Bachelor’s degree in Social Work or related field and/or
- Three years minimum of prior experience and knowledge of people recovering from the effects of incarceration, addiction, homelessness, and mental illness

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