

Job Description: Case Manager
Department: Family and Youth Issues
Last Revised: 6/22

Definition

Case Management services are offered to every child and family that gets assistance from The Children's Cabinet. Our Case Management focus is on strengths, community support, and long-term solutions built through a team-based decision-making process. These services include but are not limited to child and family advocacy, crisis intervention, basic needs security, general support, and facilitating access to resources and referrals. The Case Manager frequently engages and works with local public service agencies and other non-profit organizations to ensure all of the family's needs are met. The Case Manager provides wrap-around case management, which focuses on four key elements 1): *Determined by families*, 2): *Driven by underlying needs* 3): *Grounded in a strength's perspective* 4): *Supported by an effective team process*. Case Managers ensure that all referring data is received, tracked, and managed properly. This position requires the Case Manager to be on a rotation for Case Manager of the Day (CMOD), which is the frontline contact when an individual calls into The Children's Cabinet or walks into The Children's Cabinet FYI building. The CMOD focuses on ensuring families and individuals seeking support have a trained case manager to assess immediate needs, discuss THE CHILDREN'S CABINET programs, facilitate referrals to appropriate program(s), and offer other resources and referrals services as needed. This position will report to the FYI Program Coordinator/Manager

Supervision Exercised

None

Duties

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- Read, understand, and apply all agency and department policy and procedures;
- Achieve an understanding of agency mission, strategic focus areas and overall goals and objectives. Contribute to the success of these areas.
- Have a complete understanding of the agency's programs and community resources in order to provide information and referral to families through case management services;
- Participates or attends program activities, including staff and parent meetings;
- If applicable -Participates in Children's Cabinet sponsored activities (e.g., ART of Childhood, field trips, graduations, awards ceremonies, etc.);
- Case Manager of the Day (CMOD);
- Participation in in-service training and other staff development activities;
- Provides case management services to families and/or youth that participate in the family strengthening programs
- Develops and implements FYI Department programs.
- Provides information and referrals for individuals referred to the program by staff from Juvenile Services, school district or community-based organizations as well as "walk-in" or self-referrals.
- Profile and screen for needs of youth and families and provide appropriate referrals to community resources with regard to status offenses and school/Cabinet/community resources.
- Provides case management services to families and/or youth that participate in the family strengthening programs.

- Conducts follow-up activities with youth clients.
- Facilitative case management;
- Conducts outreach at specified sites to identify youth and families in need of services.
- Conducts client intakes for FYI Department programs.
- Enters updates and monitors information in client databases for case management.
- Submits monthly reports as directed.
- Participates or attends truancy related activities, including sweeps, School Attendance Advisory Board and the School Attendance Review Board.
- Responsible for establishing eligibility for youth participating in youth programs.
- May be required to transport families and/or youth.
- Perform other duties as assigned.

Entry Level Qualifications**Knowledge of**

- Appropriate interactions with children and families;
- Community agencies and resources, as well as an understanding of the problems facing youth and families;
- Positive parenting concepts and work/life supports for families;
- Family and youth relationship issues;
- Sound decision-making, crisis management techniques, and be a self-motivated team player;
- Case Management skills with an emphasis on wraparound and facilitating services;
- Computer applications and the desire to learn new programs.

Ability to

- Keep appointments punctually, be organized and demonstrate follow through;
 - Express ideas clearly and concisely both orally and in writing;
 - Adhere to schedules and specific timetables;
 - Use good organizational skills and the ability to be task-oriented;
 - Work with families of diverse backgrounds and beliefs and adapt service delivery accordingly;
 - Problem solve in stressful situations;
 - Use excellent inter-personal skills, including intangible qualities (e.g., friendliness, openness, non-judgmental attitude, enthusiasm, etc.);
 - Use good organizational skills and the ability to be task-oriented;
 - Work collaboratively with staff, school district personnel and community agencies;
 - Be physically capable of performing all job duties;
 - Serve as a role model (positive attitude, professional dress, demeanor and behavior);
 - Work as a member of a multidisciplinary team.
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Special Requirements

- Bachelor Degree or equivalent experience in a related field.
- Bilingual preferred.
- Able to pass complete background check.
- Driver's license and vehicle.
- Must be able to work some evenings and weekends as needed.
- Must be able to lift and carry up to 25 lbs.
- Must be able to lift and carry 25lbs;
- Walk up and down stairs;
- Must be able to travel in state and out of state for training, if needed.

License or Certificate

- Able to pass complete background check.
- Must have reliable transportation to and from work.
- Possess a valid Nevada Driver's License and proof of insurance if utilizing a personal vehicle for company business.
- Willing to obtain required medical screen and immunizations such as TB test, Hepatitis, etc.

Benefits

- Eligible to receive Cabinet benefits for full-time staff.

The Children's Cabinet is an equal opportunity employer and encourages persons to apply regardless of their race, sex, sexual orientation, gender identity, color, religion, veteran status, national origin, age, handicap, disability, familial status, political affiliation or beliefs.

It is the policy of the Children's Cabinet, Inc. that all employees are employed at the will of both the employee and the Children's Cabinet.