



Job Description

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| Title: | Case Manager | Position #: | |
| Dept: | Crisis | Salary Grade: | TBD |
| Reports to: | Director Crisis Center | EEO: | Service Workers |
| Supervises: | Resident Advisors Sr. Resident Advisors | FLSA: | Exempt |

GENERAL SUMMARY:

The role of the Case Manager is to work with youth in the Covenant House Crisis Center to develop and implement individualized case plans for a successful transition to self-sufficiency and stability and/or return to home/family. The Case Manager provides supervision and support to help youth achieve their case plan goals, including advancements in education, employment, and life skills, through direct care services and community advocacy. The Case Manager also supervises and supports Resident Advisors and Senior Resident Advisors in providing services aimed at meeting residents' immediate needs, including advocacy, counseling, management and structure, as well as crisis prevention and/or intervention, and de-escalation in accordance with the best practices of trauma-informed care. The guidance and oversight provided by the Case Manager is in accordance with the Covenant House Mission, Principles, and Core Values.

DUTIES & RESPONSIBILITIES:

- Initiate and maintain positive, professional, and mentoring relationships with youth and staff in accordance with the Covenant House Mission, Principles, and Core Values.
- Promote a peaceful, healing environment by utilizing the principles and practices of trauma-informed care and positive youth development in all aspects of work and youth engagement, including crisis prevention, intervention, and de-escalation.
- Ensure that Covenant House New Orleans (CHNO) is a welcoming, safe, and secure "homelike" environment for youth receiving services.
- Supervise intake process and assessments for new and current residents.
- In collaboration with youth, oversee the development and implementation of individualized case plan for a healthy transition to self-sufficiency and stability and/or return to home/family.
- Engage in regularly scheduled case meetings with resident, documenting and tracking progress as required.
- Provide individualized care, support, and follow-up to help youth access community resources and achieve case plan goals, including education, employment, conflict resolution, and life skills development.

- Assist in the reunification of homeless minors and young adults with their families, including contacting families and facilitating travel plans home (i.e. authorizing bus tickets through Greyhound).
- Take a proactive stance and advocacy to ensure that youth are treated appropriately by other youth, staff, and guests to the agency
- Provide support to residents by encouraging active participation in classes, workshops, and other activities and facilitating safe transportation and supervision of off-site activities (i.e. coordinating staff and vehicle transport and managing a budget for transportation).
- Participate in weekly case reviews and communicate regularly with program staff, in conjunction with Team Leader, to ensure coordinated delivery of service.
- Assist Program Manager to ensure successful delivery of services and effective implementation of agency policies and procedures (regularly communicating through oral or written documentation)
- Accurately and effectively translate directives from management, memos from other departments, and agency policies to Resident Advisors and Senior Resident Advisors.
- Maintain accurate, up-to-date information in both electronic and paper case files on current and former residents; complete timely entries into resident matrix, ETO, HMIS, and other information systems as required.
- Oversee the completion of appropriate documentation (i.e. progress and transition notes; significant event and critical incident forms; overnight and discharge planning; meals, chores and room inspection forms, etc.).
- Ensure that the daily cleanliness/appearance of the facility and grounds are maintained by both residents and staff.
- Attend all trainings (unless specifically excused by supervisor), and commit to continuous professional development and integration of training and tools into individualized tasks and responsibilities.
- Ensure prompt evacuation of the facility in the event of fire/fire drill or other emergencies
- Perform other job-related duties as requested.

EDUCATION, KNOWLEDGE, SKILLS & EXPERIENCE:

- ❑ Bachelor's degree in social service or related field.
- ❑ At least 3-5 years of professional experience, preferably in a residential/transitional living setting working with at-risk youth or special needs populations.
- ❑ Prior experience working with youth who have experienced homelessness, trauma, or other emotional and behavioral challenges, using a trauma-informed approach.
- ❑ Ability to establish and maintain effective positive relationships with youth, staff, management and outside contacts.
- ❑ Excellent oral and written communication skills; ability to communicate effectively with all levels of staff.
- ❑ Ability to organize effectively; to adapt to changing conditions; to exercise sound judgment in crisis situations; to supervise youth and maintain order; to exercise authority in an appropriate manner.
- ❑ Knowledge of Microsoft Word, Excel & PowerPoint

OR any combination of education, training and experience which provides the required knowledge, skills and abilities.

LOCATION: Covenant House Crisis Center

WORKING CONDITIONS:

Physical Demands

Position involves active movement around the Crisis Center. Daily seeing, hearing, and talking are important.

Environmental Conditions

Indoors at least 75% of the time in climate-controlled building. Wheelchair accessibility in the Crisis Center is limited; second and third floors are accessible by elevator, as needed.

Other Relevant Conditions

Exposure to the following conditions is unlikely: blood borne pathogens; extremes in temperature; hazardous materials; fumes, poor ventilation, or other potentially dangerous atmospheric conditions; intense noise.

Non-traditional hours may be involved.

Some travel will be required, primarily within the New Orleans metropolitan area.

MATERIALS & EQUIPMENT: Typical office equipment, including computer, telephone, copier, and fax machine.

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I understand that the statements included in this document are intended to describe the general nature and level of work being performed by individuals assigned to this position, and that they are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified.

Signature of Team Member

Date

Print Name

APPROVALS:

Supervisor

Date