



***Our Mission -
To empower women to achieve life changing recovery through proven
treatment and critical support services.***

Job Title: Case Management – Secondary
Reports to: Clinical Manager
Job Classification: Non- Exempt

Position Summary:

Responsible for the development, implementation, and documentation of case management. Assists clients with transitioning back into the community.

Job Duties:

- Provides thorough needs analysis and resource referral for each assigned client and their families, including basic needs such as food, shelter, clothing, employment, and education to determine interest and skill level, childcare needs for employment or school, medical needs, legal needs, transportation needs, parenting and community supports. Creates, implements, and maintains regulation and licensing documentation required for each client, including a client preference self-sufficiency plan.
- Shows professional work habits by keeping spoken and written information confidential, respects others, uses time well and is dependable.
- Guides children in resolving conflict through positive strategies and communication.
- Works with families to provide consistent behavior management of children in conjunction with their family values and cultural beliefs.
- Assists in problem solving resulting from the dynamics of community living.
- Provides crisis intervention.
- Provides ongoing contact with client to ensure adherence to plan.
- Acts as a liaison and advocate with community agencies to help clients access resources needed to become self-sufficient. Represents St. Monica's with the Homeless Coalition, Food Bank, Center for People in Need, and other community services.
- Acts as a liaison between St. Monica's and other agencies by serving on committees and by providing education information on substance abuse/mental health barriers.
- Provides consistent, ongoing contact (at least three visits per month) with each assigned client to ensure adherence to the mutually agreed upon plan. Updates and revises plan as needed to meet the ongoing needs of the client.
- Assists Data Coordinator as needed with the collection of follow-up surveys and data collection at 6 month and 1 year post discharge.
- Coordinates referrals to the Workforce Investment Act services, Southeast Community College, Workforce Development and Vocation Rehabilitation as appropriate secondary and community support clients to obtain employment.
- Assists with special projects and tasks as assigned by the supervisor.



A United Way Agency

- Works with and provides resources for successful transitions and discharge from program(s).
- Ensures requirements for Community Support are met by knowing the Medicaid regulations.
- Responsible for administration of SNAP process for client funds, including processing and maintaining EBT cards.
- Serves as backup for front desk coverage as needed.
- Arrives on time, prepared and welcoming to clients for groups assigned as reflected on St. Monica's schedule.
- Updates or revises Individual Service Plan, monthly and as needed, to meet the ongoing needs of each client and to provide a cohesive ISP.
- Performs other duties as assigned.

Required Skills/Abilities:

- Excellent verbal and written communication skills.
- Excellent organizational skills and attention to detail.
- Excellent time management skills with a proven ability to meet deadlines.
- Ability to act with integrity, professionalism, and confidentiality.
- Abide by HIPAA and 42 CFR confidentiality requirement which include but not limited to businesses, family members, friends of clients, and other agencies and the public including safekeeping of client identified materials.
- Support St. Monica's Home in the organization's objective to be a diverse, equitable, inclusive, and accessible workplace.
- Follow all agency and program policies and procedures including philosophy, confidentiality, ethics, and safety procedures.
- Regular and on-time attendance required.

Position Competencies:

- Verbal communication
- Written Communication
- Organizational Skills

Education and Experience:

- Bachelor's Degree in Psychology, Sociology, or related Human Service field preferred; two years coursework in Human services and/or two years of experience in substance abuse and mental health services experience accepted; knowledge of community resources, ability to work in cooperation with internal and external personnel and agencies; ability to work with and advocate for individuals with diverse backgrounds and diverse points of view.
- Must be at least 21 years of age.
- First Aid / CPR and Medication Aide certificate required or ability to be certified.
- Driver's license and valid insurance required upon hire.

Physical Requirements:

- Ability to lift 25 lbs. regularly, climb and descend stairs.
- Ability to thrive in a fast paced, deadline-oriented work environment.

St. Monica's Home is an equal opportunity employer. We do not discriminate against any employee or applicant for employment on the basis of age, race, religion, color, ethnicity, disability, gender, sexual orientation, gender identity, or national origin.

EMPLOYEE SIGNATURE:	
DATE:	
SUPERVISOR SIGNATURE:	

Creation Date: 06/2022
Next Review Date: 06/2023