Job Description - Position Profile

Position Title: Case Manager

Reports To: Program Manager

Classification: Non-Exempt

Position Summary:

Responsible for providing strengths-based case management and family support to participants at the Center as well as providing staff leadership and training. Additional duties include maintaining quality service delivery, documentation, and oversight of family support systems.

Primary Responsibilities

- Establishes a trusting relationship with the families by initiating and maintaining regular client contact.
- Establishes a case plan with goals, objectives, and activities with supervisor.
- Assists participants in making and attending appointments for doctors, social services agencies, etc. Acts as a liaison between families and other community agencies.
- Meets with supervisor on a regular basis to evaluate client status.
- Records pertinent information related to client observation, activities, and worker intervention in a complete and concise manner.
- Attends regular staff meetings, case conferences, in-service training, and other meetings required.

Knowledge, Skills and Abilities:

- Demonstrates advanced observation skills and uses observations of family dynamics to identify dysfunction and implement appropriate interventions.
- Demonstrates ability to work as part of a team and maturity in interpersonal staff relationships.
- Ability to follow all policies and procedures.
- In order to perform this job successfully, an individual must be patient and nurturing while working with the adult participants.
- The individual must have a working knowledge of adult basic skills so that the participants would be assisted in meeting their set goals.

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Qualifications:

- Must possess a valid Alabama driver's license.
- A minimum of a Bachelor's Degree in education is preferred. Experience with working with individuals and families are a plus.

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Essential Functions/Physical Requirements:

The requirements below are required with or without reasonable accommodations:

- Ability to tolerate walking, standing, and sitting throughout the day.
- Reaching, bending, lifting, carrying, and must be able to lift minimum of 10- pounds to chin level without injury.
- Travel, local and out of state, including overnight stay, as necessary.
- Ability to meet the attendance requirements for the position.

The statements contained above reflect general details as necessary to describe the essential functions of this job, the level of knowledge and skills required, but should not be considered an all-inclusive listing of work requirements. Please be advised that this document should not be construed, in any manner, as a contract of employment. All employees of the SAFE Family Services Center are employees "at-will." Additionally, an employee will not be reimbursed for accumulated leave upon either voluntary or involuntary separation from employment. I have read and understand the responsibilities and requirements of this position.

Employee Signature _____ Date _____

Manager / Supervisor _____ Date _____