

## Programs Case Manager

**REPORTS TO:** Programs Manager

**Classification:** Non-Exempt - Full Time

### **JOB DESCRIPTION:**

This position will be responsible for coordinating all activities and initiatives within the Restorative Programs, and for providing comprehensive case management to clients to help them become stable, aware of self-worth and identify skills need to move into self-sufficiency. These initiatives may include, but are not limited to, ESL, Computer, Financial Literacy classes, GED classes, and job search training. This position will also support the mission of CCA by focusing on the faith-related needs of the organization's angels, under our Spiritual Care and Counseling Program. This position is also responsible for staying current on educational and training trends in order to meet the needs of the organization.

### **Principal Responsibilities:**

*Under limited supervision and decision-making:*

- Ability to do field-based case management and have strong time management skills.
- Complete necessary assessment and needs analysis to develop individualized plans for clients.
- Build relationships with clients and the community to expand CCA's Restorative program.
- Regularly monitor the progress towards goals in regularly scheduled client appointments.
- Document all communication with and/or on behalf of the client into the database, including progress towards goals.
- Ability to pray with a client upon request and need.
- Coordinate all initiatives associated with CCA's Restorative Programs (including, but not limited to, Job Skills, GED, ESL, Computer, Financial Literacy Training).
- Research and develop curriculum and processes to be implemented within the programs.
- Assist participants with obtaining income, education/training, and treatment, as needed.
- Manage program participants to ensure that they are engaged and enhancing their job seeking skills.
- Initiates and fosters partnerships with school district, community volunteers, and others to ensure the growth and sustainability of the organization's programs; acts as liaison to local networks or organizations affiliated with CCA's programs.
- Act as a liaison among program participants and partner agencies to enhance communication and service delivery.
- Utilize evidence-based practices, such as motivational interviewing, trauma informed care, and harm reduction.
- Provide direct spiritual support to individual clients and/or families in keeping with their beliefs.
- Provide mentoring and coaching for the personal faith journey via guidance and encourage a deeper faith commitment from our clients, through Bible study, praise and worship, and devotionals.

- Additional duties as needed.

### **Training, Skills, Knowledge and/or Experience:**

- Possess the ability to manage multiple deadlines and priorities and problem-solve issues as they arise.
- Must be an effective communicator – both oral and in writing – with strong presentation and interpersonal skills.
- Fluent in Spanish, preferred.
- Must be able to establish a rapport and successfully cultivate relationships with members of diverse groups.
- Bachelor's degree from an accredited college or university in Social Work, Behavioral Science, or a related field; and, three years progressively responsible experience providing direct case management social services including accessing clients' needs and developing individual, comprehensive action or any equivalent combination of training and experience which provides the required knowledge, skills, and abilities.
- Proficiency in social work in working with people who are in crisis.
- Must be an active member in a local church.
- Computer proficiency through knowledge of Microsoft Office, especially Excel and Word applications, and MS Teams.
- Ability to build relationships with community leaders and develop partnerships to increase growth.
- Proficiency in developing and leading a team of volunteers.
- Ability to network with diverse faith traditions on behalf of clients, families, and agency.

### **Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

### **Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must be able to lift and/or move at least 10 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus. While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and talk or hear.

*We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.*