



JOB DESCRIPTION

Job Title: Case Manager	Department:
Reports to: Lead Case Manager	Job status: Exempt Salary Range: \$46,000 - \$48,000

JOB SUMMARY

The Case Manager is responsible for arranging, advocating, coordinating, and monitoring the implementation, participation, and delivery of services designed for HopeWorks clients

The Case Manager is responsible for establishing a relationship with and advocating for clients served through PCD and Reentry programs. This individual will create and facilitate programming to assist clients to identify and eliminate potential barriers, maintain successful employment, and provide cognition of assessed community resources.

This individual will be responsible for documenting client contacts in the database, maintaining contact with clients, knowledge of community resources, and continually building relationships with community partners and resource providers beneficial to our students. This individual should participate in staff meetings and other relevant meetings associated with client care.

This individual should model Christian values and ethics. To be effective in this position, one must be caring, empathic, conscientious, confidential, culturally-sensitive, and client-centered. This individual should adhere to professional standards as outlined by rules and regulations governing their profession.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Client Care Services

- Work directly with incarcerated population, establishing relationships with and advocating for clients served.
- Develop finalized reentry packet for offender's release.
- Establish contact with assigned cases within the first 24 hours of release.
- Work with team and client to develop and implement all individualized re-entry and/or support plans for assigned caseload.
- Assist in acquisition of social services, identification documents, and benefits needed.
- Write letters for, and/or attend parole hearings/court proceedings on behalf of clients.
- Facilitate educational groups as assigned.
- Provide individual group and direct casework counseling to assigned clients.
- Compile individualized goal plans for clients.
- Track client progress through the case management process.
- Assist clients in eligibility and application for various reentry benefits and services.
- Encourage participants to engage with HopeWorks staff to search for employment.
- Coach clients to move forward by staying engaged, addressing barriers, searching for jobs, and seeking counseling when needed.
- Maintain ongoing contact with clients who are still incarcerated at least once per month either in person or by mail.

- Maintain daily contact with clients upon release until employed.
- Maintain weekly contact with clients once employed for the first month of employment.
- Maintain monthly contact with clients during months 2-12 of employment.
- Maintain more frequent contact when necessary.
- Monitor client participation in therapy, peer support, mentoring, basic living skills, educational, vocational and/or employment programs for successful advancement and/or completion.
- Personally assist in transition to social service organizations and others to provide needed support services.

Community Services Liaison

- Coordinates with appropriate agencies in obtaining necessary identification documents.
- Works with and provides liaison with program staff, government agencies, families, faith-based support groups, and other organizations.
- Conducts field duties and responsibilities such as agency visits, meetings, conferences, and workshops as required.
- Recruit, encourage, and interact with program mentors and other volunteers.
- Communicate concerns/progress with HopeWorks staff involved with client care.
- Participate in staff and agency meetings related to the care and service of participants.
- Continually seek and maintain knowledge of community partners and develop relationships with partners and resource providers.
- Maintain current information regarding a broad spectrum of social service and support service organizations beneficial to our clients.

Documentation and Reporting and Professional Standards

- Maintain all required documentation for assigned caseload following professional standards as outlined by rules and regulations governing the profession.
- Maintain client records.
- Maintain up-to-date records in the CoactionNet database regarding interactions with clients.
- Produce relevant documentation, correspondence and statistical information as needed.
- Commit to personal professional development and high standards. Participate in educational activity through reading of relevant information, participation in classes, webinars and seminars related to maintaining up-to-date industry standards for professional growth.
- Other duties as assigned.

EDUCATION & RELATED WORK EXPERIENCE

Education Level:

Bachelor's preferred and/or combination of Education and experience.
Additional education, experience or additional certifications and licenses may be required.

Years of Related Work Experience:

Two (2) years related experience required.
Experience in motivational interviewing and asking probing questions.

REQUIRED SKILLS AND KNOWLEDGE		
	REQUIRED	PREFERRED
A strong command of computer skills (Outlook, MS Word, Excel and PowerPoint, QuickBooks) is required.	X	
Ability to perform duties inside a correctional environment.	X	
Strong organizational and time management skills.	X	
Excellent interpersonal skills demonstrating an ability to establish a positive relationship with staff, board, community volunteers, donors, etc.	X	
Time Management and Demonstrated ability to meet deadlines	X	
Strong written and verbal communication skills	X	
Demonstrated ability to work under pressure	X	
Must be able to answer to multiple demands from multiple directions simultaneously without expressing frustration.	X	
Deal with confidential information on a daily basis and must respect the nature of the data.	X	
Must demonstrate the positive attributes of a team member	X	
Ability to exercise judgment regarding matters of significance.	X	

WORK ENVIRONMENT/PHYSICAL REQUIREMENTS
Specific workplace conditions and/or physical abilities that are related to and/or required by this job
<ul style="list-style-type: none"> • Must be able to walk, stand, and/ or sit for long periods of time. • Must be able to carry up to 30 lbs. (Participant files) • Must be able to work inside a correctional environment. • Must possess a valid driver's license and car insurance. • Must be drug free and have the ability to pass a drug screen. • Must be able to work in all weather conditions. • Must travel throughout the city of Memphis and Shelby County communities.

The above statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties & responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. HopeWorks may change the specific job duties with or without prior notice based on the needs of the organization.

ACKNOWLEDGEMENTS

Creation Date: February 2, 2021

Revision Date: January 5, 2022

Supervisor: I have approved this job description and reviewed with my employee.

Signature:

Date:

Employee: I have reviewed this job description with my supervisor and acknowledge receipt.

Signature:

Date:

Human Resources:

Signature:

Date: