**Northeast Florida Healthy Start Coalition, Inc.**

**Growing Responsible Fathers Job Description**

**Case Manager (2)**

**Job Title:** Case Manager

**Objectives:** To provide case management services to clients who are eligible for

assistance through the Growing Responsible Fathers program.

**Qualifications:** Bachelor’s degree in Social Work, related field or equivalent work experience in the field.

* + - Knowledge of community resources and counseling/social work practices with high risk populations
    - Experience working with persons in crisis.
    - Good documentation skills.
    - Excellent written and verbal communication skills, ability to establish rapport.
    - To motivate others towards achieving goals.
    - Ability to work independently with strong sense of focus, task oriented,
    - none judgmental, open personal qualities, clear sense of boundaries.
    - A strong sense of and respect for confidentiality involving both clients and fellow employees.
    - Ability to work in a variety of settings with culturally-diverse families and communities with the ability to be culturally sensitive and appropriate.
    - Ability to legally operate a motor vehicle and provide own transportation.

**Responsibilities:**

* + - Provide holistic and comprehensive case management services to all clients including: intake assessment, benefit assessment, goal setting, long-term case plan development, weekly case plan development, progress monitoring, individual money management, tenant education, advocacy and referrals.
    - Maintain a caseload of **150** families per year.
    - Provide intake and benefit assessment and weekly and long-term case plan development for all participants.
    - Contact Level 1 clients by phone monthly for up to 12 months, with at least weekly text message education messages and reminders.
    - Connect clients with needed and available community resources.
    - Follow-up with clients and agencies as appropriate to document use/success of referral.
    - Monitor progress of participants on a regular basis.
    - Provide mentorship matching for identified high-risk participants.
    - Input accurate and complete data for all contacts with clients into agency database.
    - Ensure that all documents submitted on behalf of a client are valid.
    - Provide all required documentation in a timely manner, which may include client follow-up, outcome evaluation, client contact sheets, and evaluations.
    - Participate in regular staff meetings, staff training programs, supervisory sessions, and accept the responsibility for aiding the development of positive team relationships as requested.
    - Adhere to agency policy, procedures and the professional code of ethics.
    - Other duties as assigned by supervisor.
    - Meet with Level 3 clients weekly or bi-weekly for up to 12 months.
    - For the first six months of a client’s participation the program, at least 80%of follow-up meetings should be held in-person rather than over the phone.
    - Meet Level 2 clients monthly for up to 12 months; facilitate referrals to group classes.