



The Place of Forsyth County

Job Title: Case Management Programs Manager

Classification: Full time

Reports to: Director of Client Assistance

Employees Supervised: Financial Assistance Coordinator, Social Worker, Young Adult Coordinator, The Cottage Manager, Benefits Coordinator, Volunteers

SUMMARY

The Case Management Programs Manager coordinates the Case Management, Financial Assistance and Young Adult client assistance programs at The Place of Forsyth in Forsyth and Dawson counties. The manager will lead, encourage, and facilitate case management, mentoring and support opportunities for local residents to learn and gain self-sufficiency. The Case Management Programs Manager will perform a variety of duties that require an understanding of The Place of Forsyth County and RIC Rack as well as the needs and population of the communities.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Develops case management program and defines outcomes for measuring client self-sufficiency and program success.
- Defines key characteristics in identifying potential case management clients.
- Trains other client assistance and food staff along with volunteers in identifying potential case management clients.
- Establishes process and procedures for intake of clients, monitoring of case plans and exit of the program.
- Interviews and qualifies case management candidates.
- Works with clients to develop case plans that establish goals and priorities to ensure their progress towards self-sufficiency.
- Supervises case plans to ensure plans are developed and tracked.
- Formulates strategies to help clients meet their identified goals.
- Connects clients with our Workforce and Education Manager to pursue education and employment goals.
- Assists clients in attaining community-based and governmental resources and benefits.
- Recruits and coordinates mentors and volunteers in support of case management and financial assistance programs.
- Documents and communicates the roles and processes in the Financial Assistance and Young Adult programs.
- Supervises Financial Assistance process and ensures efficiency and effectiveness of the program as well as identification of clients for case management.
- Supervises Community Partner Benefits Program which provides application and renewal of state and federal food, medical, and childcare benefits.
- Manages Financial Assistance, Benefits, The Cottage, Social Work and Young Adult programs and staff.
- Establishes clear roles, expectations and gathers feedback regularly.
- Works in coordination with the Youth Coordinator, Workforce and Education Manager, Food Coordinator and Senior Outreach Coordinator to engage and encourage client participation with various opportunities and support needs.
- Reports on programs status, success, and needs to the Director of Client Assistance.
- Participates in strategic planning of The Place Client Assistance initiatives.
- Manages program internships.
- Attends staff in-service training sessions and other training or meetings as directed.
- Other duties as assigned by the Director of Client Assistance

QUALIFICATIONS AND EXPERIENCE

- Bachelor's or Master's Degree in Counseling or Social Work from an accredited institution, or equivalent experience. Consideration may be given to fields such as psychology, human resources, education, business, and career centers.
- Must have 3+ years successful experience. Must possess a high level of integrity, dependability, and be results oriented. Must demonstrate a high level of successful relative problem solving and decision-making skills. Must have the ability to coach and develop individuals and teams and be skilled to prioritize and communicate overall objectives.
- Must have successful management experience
- Spanish speaking, preferred
- Knowledge of the principals and practices of case management.
- Ability to maintain professional ethics and confidentiality of client and employee information.
- Ability to schedule and manage workload sufficiently to meet deadlines.
- Computer skills working with MS Office and Outlook
- Excellent verbal and oral communication skills
- Excellent listening and empathy skills
- Flexibility and patience
- Excellent organizational and time management skills
- Ability to manage and supervise others
- Models good problem-solving and conflict resolution skills
- Understanding and ability to work with people from different backgrounds
- Ability to work independently and collaboratively with others
- Possess strong interpersonal skills and maintains positive relations with The Place staff, volunteers, and partner organizations
- Ability to be flexible and adaptable to handle interruptions, maintain focus on tasks and produce accurate work
- Ability to self-start and self-motivate, efficient style with high standards for quality processes and results

We are an Equal Employment Opportunity employer committed to providing equal opportunity in all our employment practices, including selection, hiring, assignment, re-assignment, promotion, transfer, compensation, discipline, and termination. The Place prohibits discrimination, harassment, and retaliation in employment based on race; color; religion; national origin; sex (including same sex); pregnancy, childbirth, or related medical conditions; genetic information; age; disability or handicap; citizenship status; service member status; or any other category protected by federal, state, or local law. Violation of this policy will result in disciplinary action, up to and including immediate termination.

Name: (print) _____

Signature: _____ Date: _____