JOB DESCRIPTION

Position: Senior Case Manager
Classification: Full Time
FLSA: Exempt
Reports To: Executive Director
Compensation: $45,000.00 - $55,000.00 DOE
Supervisory Responsibilities: No

Summary:

The Senior Case Manager is responsible for providing assistance and linkages for formerly homeless, transition age young women with disabilities and their young children. This includes providing case management, with the goal of increasing self-sufficiency and keeping them permanently housed. Working in a team atmosphere, the Senior Case Manager will conduct needs assessments, develop individual case plans, perform one-on-one case management, provide crisis intervention and resource referrals for clients. The Senior Case Manager must ensure compliance with all social service contracts.

Responsibilities:

- Conduct intake interviews and initial assessments with families.
- Work with clients to develop individual service plans.
- Maintain and update case files.
- Input statistics, demographics and other data into comprehensive database.
- Develop and maintain working relationships with community resources such as area shelters, drug and alcohol rehab centers, food pantries, low income housing providers, and other social services agencies.
- Provide follow-up services and track participant status.
- Maintain open lines of communication with team members.
- Provide support to management and senior staff and assist with administrative duties.
- Understand and implement all contracts for services, including but not limited to contracts with the US Department of Housing and Urban Development, the Los Angeles Homeless Services Authority.
- Ensure compliance with all social service contracts including the meeting of all outcomes and deliverables.
- Assist with the creation of regular reports to the various social service agencies and funders.
- Assist resident manager with lease-up and the collection of monthly rents.
- Assists with the preparation of homeless social service grant requests.
- Assists Executive Director with others duties that are required to maintain a successful permanent supportive housing program.
- Assists on-site resident manager with the enforcement of house rules and lease provisions and addenda.
JOB DESCRIPTION (continued)
Senior Case Manager

Qualifications

- Master’s Degree in social work or a related field or 5-7 years comparable experience.
- Previous experience with social services, homeless programs, transition-age youth, persons with disabilities.
- Able to coordinate multiple projects in a high-pressure and time sensitive environment.
- Computer skills with proficiency in Microsoft Office software.
- Project a professional demeanor.
- Strong written and verbal communication skills.
- Demonstrated ability to work both individually and as part of a team.
- Capability to work in a fast paced, professional environment.
- Must maintain and execute confidential information.
- Ability to interact with diverse clientele.
- Maintain regular attendance.

Requirements

- Employment eligibility verification.
- Reliable transportation.
- Valid driver’s license and auto insurance.
- Current tuberculosis test.
- Successful completion of background screening.
- CPR/First aid certification.

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 the job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.

In the course of performing the job, this position typically spends time sitting, standing, climbing stairs, walking, driving, carrying (25lbs), lifting (25lbs). Operating a computer keyboard, firm/strong grasping, and repetitive hand control. Makes and receives telephone calls. Use of copier, fax machine. Subjected to outside environmental conditions.