

Avondale Case Manager Job Description

REPORTS TO:

Director of Programs

POSITION OVERVIEW:

The Case Manager implements the vision and mission of Hillcrest Hope. The Case Manager administers the transformational housing program by addressing the needs of client families to ensure they have the ability and resources to achieve personal independence while in the Hillcrest Hope program. They help set the stage for long-term stability for Hillcrest Hope program graduates through mentoring, resource-building, and life coaching.

PRIMARY DUTIES AND RESPONSIBILITIES:

Clinical and teaching

- Provide leadership in the implementation of the Hillcrest Hope Program and services offered built on best practices in the field, innovation, and sharing of resources.
- Maintain a case load of 6 transitional housing individuals and/or families and 4 graduate housing households.
- Provide the following services to clients of Hillcrest Hope:
 - Manage client family selection for housing through review of client family applications and in-person interviews.
 - Assess client needs, situations, strengths, and support networks to determine their goals. Develop mutually-agreed upon plans to improve each client's well-being.
 - Help client families to adjust to the change and challenges in their lives including homelessness, transitions into employment, abuse, recovery, and family issues.
 - Educate and connect clients to Hillcrest Hope and community resources to meet individual and family needs (clothing, car repair, dental care, chiropractic services, etc.).
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 - Advocate for and help clients get resources that would improve their well-being.
 - Ensure each client family has a budget counselor to provide education and accountability for clients to earn and save sufficient resources for future housing needs and independent living.
 - Monitor client family compliance and holds families accountable to program guidelines.
- Provide support to other program staff based on experience or background.

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Relationship-Building

- Support Hillcrest Hope development and marketing staff through participation in fundraising events, tours, meetings with current or potential funders and donors, new stories, thank you letters to supporters, reporting for grants, identification of needs, and communication of relevant stories.
- Actively engage and energize Hillcrest Hope staff members, volunteers, board members, committees, partnering organizations, donors, and funders.
- Build partnerships with and serve as liaison to other community programs, collaborative groups, and government agencies operating in related and connected fields for the purposes of gaining additional knowledge and resources that could benefit Hillcrest Hope clients

Administration/Organizational

- Life Skills Coordination
 - Supports the transformational housing program by coordinating with life skills speakers to provide a year-round schedule of life skills classes for resident families to attend.
 - Conducts consistent review of classes to cultivate intentional curriculum.
 - Ensures data quality, accuracy of records, complete paperwork and comprehensive outcomes tracking in the areas pertinent to the responsibilities of this role.
- Delegates to volunteers and Resident Managers by recruiting, training and nurturing them in their designated tasks as they assist Hillcrest Hope in our mission to serve the working poor.
- Ensure data quality, accuracy of client files and records, complete paperwork and comprehensive outcomes tracking in the areas of housing, case management, debt resolution, savings, employment, goal-setting and client progress, program intake and exit and other related activities for internal and external purposes

- **QUALIFICATIONS:**

I. **Education** – A Bachelor's degree is required with preferred course work in social work, sociology or psychology

II. **Professional designation** - None

III. **Knowledge, Skills, and Abilities**

1. Previous experience in the social services industry preferred.
2. Mandatory training in "Strengths-Based" case management provided through Mid-America Assistance Coalition.
3. Unwavering commitment to quality programs and data-driven program evaluation.
4. Must have the knowledge and commitment to provide trauma-informed care. We will provide training for the right applicant.
5. Strong written and verbal communication skills; a persuasive and passionate communicator with excellent interpersonal skills.
6. Action-oriented, entrepreneurial, adaptable, and innovative approach to planning.
7. Ability to work effectively in collaboration with diverse groups of people.
8. Strong problem-solving skills and personal initiative.
9. Ability to self-manage, plan, and organize through a wide variety of tasks and job duties.

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IV. A working knowledge in the use of computers for:

- a. Word Processing
- b. E-Mail
- c. Internet
- d. Excel
- e. Program Software

V. Experience

1 or more years as a case worker or similar field in a voluntary or nonprofit sector organization

VI. Working Conditions

- a. Case Managers usually work in an office environment but the mission of the organization may sometimes take them to nonstandard workplaces.
- b. Case Managers work a standard work week but may be required to work some evenings and weekends to monitor program activities.
- c. Able to perform the basic functions of the position, including extended hours standing, bending and stretching.
- d. Able to lift and carry supplies and equipment as needed.
- e. Speaks clearly and distinctly to perform extensive communication required with clients, donors, and other third parties.
- f. Appears professional always.

Please send a cover letter, resume and 3 references to:

Karah Barnes at karah@hillcresthope.org

No phone calls please.