

## **Emma Norton Services Job Description**

Title: **Family Case Manager**

Status: **Full-time (exempt)**

Location: **Emma's Place, Maplewood, Minnesota**

Supervisor: **Program Director, Families**

Direct Reports: **None**

Compensation: **Starts at \$38,000**

### Organization

Emma Norton Services works with women, children, and families who are on their journey of recovery from homelessness, mental illness, chemical dependency, and other life stressors. Emma Norton Services provides safe, permanent housing in combination with programs and support services, through a housing first and harm reduction model, to provide an environment where victory over homelessness, mental illness, and chemical dependency is possible.

### Purpose

The family case manager is responsible for providing intensive case management for single-parent families with three or more children at Emma's Place, a 13-unit permanent supportive housing program. The case manager will support adult members with determining and addressing goals, work closely with other staff to ensure effective team communication that promotes client satisfaction, and provide effective services using a client-centered approach.

### Responsibilities

1. Provides in-home case management to 13 families
  - Maintains up-to-date and organized case files through electronic medical records including: assessing and documenting service needs, service plans and goals, and case notes documenting case management services
  - Tailors individual meetings and case management to promote success and stability through assessing service needs, develops initial goal plans and coordinates services for adult residents within 90 days of participant entry, and in six months increments thereafter
  - Assists clients in accessing community resources, accompany clients to initial and/or significant appointments and meetings
  - Collects and records all required statistical information, accurately reporting data in a timely manner
  - Participates in client intake and move-in processes as needed, focuses on recovery and client-centered care, assists families in creating and following harm reduction plans, and resolves crises as appropriate
  - Organizes and facilitates groups to provide education and information to clients, and supports residents in developing peer run groups and meetings
  - Serves as on-call staff, as assigned, to respond to crises or emergencies
  
2. Fosters a positive, engaged participant community
  - Supports the resident community to increase community building skills and community membership skills

- Assists participants and families, as needed, to identify and address community concerns and issues
  - Facilitates peer mediation as needed
  - Assists participants and families with identifying opportunities for community integration and developing natural support networks
3. Functions as a team member
- Follows through with own job responsibilities and assignments
  - Engages in constructive problem solving and conflict resolution, assists other team members in doing the same
  - Provides information needed by other team members in a timely and effective manner
  - Offers assistance to team members as needed
  - Gives and receives feedback to and from team members
  - Takes direction from supervisor or manager, and implements team decisions as made
4. Other duties
- Participates in staff and team meetings
  - Promotes community awareness of Emma Norton Services
  - Attends community meetings when necessary
  - Participates in agency efforts to promote a mutually respecting, multicultural environment, and participates in training opportunities related to economic, racial and cultural diversity as requested
  - Maintains up-to-date knowledge and expertise in areas related to job duties including the completion of HIPAA and Vulnerable Adult training within the first 7 days of hire
  - Performs other duties as assigned

#### Requirements

1. A relevant course of study in a social services field and a minimum of one year of related experience
2. Ability to undergo and pass a background study as detailed in Minnesota Statute 144.057 and Chapter 245C
3. Experience delivering services to adults, youth, or families who have experienced mental illness, alcohol or drug addiction, domestic violence, homelessness, or other trauma
4. Knowledge of evidence-based practices preferred, specifically Harm Reduction, Housing First, Motivational Interviewing, Trauma Informed Care and Person-Centered approaches
5. Ability to identify and assess a wide range of client needs
6. Knowledgeable about community resources
7. High level proficiency using Microsoft Office
8. Ability to interact with people in a manner which shows sensitivity, respect, and professionalism
9. Ability to communicate effectively orally and in writing
10. Ability to exercise good judgement and problem solving in a variety of circumstances
11. Ability to work with a high level of accuracy and attention to detail
12. Ability to maintain professional boundaries
13. Moderate physical effort, with intermittent lifting or carrying limited to no more than 50 pounds
14. Duties may require physical ability to climb stairs
15. Duties require extended use of a keyboard

16. Ability to work with initiative in a fast-paced environment, where interruptions are frequent and the ability to multi-task and set priorities are necessary

Employee and Management Review

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Employee Signature

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Date

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Human Resources Signature

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Date