

Emma Norton Services Job Description

Title: **Case Manager - Families**
Status: **exempt; full-time**
Location: **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 homeless and have the added challenges of mental illness, chemical dependency, or both. Emma Norton Services provides safe, permanent housing combined with programs and support services provide an environment where victory over homelessness, mental illness, and chemical dependency becomes a possibility.

Purpose

The case manager – families 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 supports adult members in determining and addressing goals, and works closely with other staff to ensure effective team communication that promotes client satisfaction and effective services using a client-centered approach.

Responsibilities

1. Provide in home case management to 13 families
 - Maintains up to date and organized case files through electronic medical records including documentation of assessment of service needs, service plans and goals, and case notes documenting case management services
 - Tailor individual meetings and case management to promote success and stability through assessing service needs, developing initial goal plans and coordination of services for adult residents within 90 days of participant entry and in six months increments after
 - Assist clients in accessing community resources, accompany clients to initial and/or significant appointments and meetings
 - Collect and record all required statistical information, accurately reporting data in timely manner
 - Participate in client intake and move-in processes as needed, focusing on recovery and client-centered care, assisting families in creating and following harm reduction plan and resolving crisis as appropriate
 - Organize and facilitate groups to provide education and information to clients, support residents in developing peer run groups and meetings
 - Serve as on-call staff as assigned to respond to crisis or emergencies as arise

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
 - Facilitate peer mediation as needed
 - Assists participants and families as needed to identify opportunities for community integration and developing natural support networks
3. Function 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
 - Willing to give and receive feedback to and from team members
 - Takes direction from supervisor or manager, and accepts 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 as relevant and 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
 - Complete and maintain 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 apparent or 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. Able to identify and assess a wide range of client needs
6. Knowledgeable about community resources
7. Experience and high level of proficiency using Microsoft Office
8. Able to interact with people in a manner which shows sensitivity, respect, and professionalism
9. Ability to communicate effectively orally and in writing
10. Able 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. Able 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 until own 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

Employee Signature

Date

Human Resources Signature

Date