



Department: In-Home Services

Position Title: Case Manager

Reports To: Senior Case Manager II

Number of Subordinates: 0

Revision Date: 01/09

General Accountability

Responsible for providing in-home crisis case management services to Agency consumers.

Principal Accountabilities

Provide in-home services to consumers by WORKING with the referral agency, Children, Youth and Families, to identify and achieve both consumer and agency goals, by PROVIDING the consumers with referrals to community resources, mental health facilities, drug and alcohol treatment, and any other necessary referrals, as needed.

Maintain compliance with CYF and NCA regulations by CREATING and UPDATING consumer files, submitting in-home services plan, weekly reports, contact summaries, and all other paperwork, in a concise and timely manner.

Participate in the In-Home Services On-Call Cycle by TAKING part in the assigned rotation, opening cases and assisting consumers in an emergency or crisis situation.

Providing the agency with outcomes by CONDUCTING North Carolina Family Assessments with all assigned cases that are applicable.

Nature and Scope

The Case Manager works directly with agency consumers by providing in-home services. He/She collaborates with CYF and other community agencies to assist consumers in meeting their goals. The incumbent must be familiar with the human service field, the juvenile court system, child development, conflict resolution, and experience with individual and family counseling.

Given the nature of the position, the Case Manager, must maintain consumer, program and agency information in a confidential manner and discuss such information privately with only appropriate personnel. He/she will be expected to treat all consumers with respect and professionalism. The incumbent must possess effective verbal and written communication skills.

Requirements

The position requires a Bachelors Degree in Social Work or a related field and/or 3 – 5 equivalent professional experience. The incumbent should have basic knowledge of a personal computer and Microsoft Word. The incumbent must also possess a valid Pennsylvania Driver's License access to an automobile and current automobile insurance. Act 33/34 clearances and FBI fingerprint clearances are also required within 30 days upon hiring.

Dimensions

None

ADA Requirements

Sitting 3 Hrs. per work day
Standing 2 Hrs. per work day
Operating a motor vehicle- 2 Hrs. per day
Work under stressful conditions