

CHILDHAVEN, INC.

JOB DESCRIPTION

JOB TITLE: Database and Case Manager
FLSA STATUS: Non-Exempt – Hourly
REPORTS TO: Shelter Program Director
HOURS: Full-time position, typically Mon. – Fri., 8am - 5pm. 1 hour lunch; occasional evening or weekend hours.

GENERAL STATEMENT OF DUTIES:

The Database and Case Manager will be responsible for overseeing the management of case data for children in the shelter, ensuring accurate data entry, analysis, and reporting. This role combines technical database management skills with compassionate case management, directly supporting the welfare of children in the shelter. The Database and Case Manager is responsible for facilitating shelter client's access to necessary services, such as physical and behavioral health, dental/vision, and schooling to assure continuity of care, both while residing at the shelter and aftercare services for clients and supportive family members. Assure smooth operations of the shelter daily schedule and coordinate with Shelter Director and other shift supervisors to orchestrate all needed appointments and scheduling, prioritizing any emergent medical/mental health needs and intake referrals. Assure a clean and safe shelter facility by attending to all areas of facility upkeep.

PRIMARY DUTIES:

Database Management:

- Learn, maintain and update two databases and one portal used for shelter, ensuring data accuracy and integrity.
- Develop and implement database management policies and procedures and update the Database and Case Manager practice guide.
- Generate regular reports for stakeholders, highlighting case progress, resource utilization, and outcomes.
- Collaborate with IT staff to troubleshoot and resolve database issues.

Case Management:

- Conduct intake assessments for children entering the shelter, gathering relevant background information. Conduct discharge of clients leaving the shelter.
- Develop and implement individual service plans in collaboration with children, families, and multidisciplinary teams.
- Monitor and document case progress, ensuring timely interventions and support.
- Facilitate communication between Shelter Director, shelter staff, children, families, and service providers to coordinate care.
- Advocate for the needs and rights of children, ensuring they receive appropriate services and resources in a timely manner.

Collaboration and Training:

- Work closely with Shelter Director, shelter staff, social workers, and external agencies to ensure comprehensive care.
- Participate in case conferences, staff meetings, and training sessions.
- Provide guidance and support to shelter staff regarding case management best practices and ensure all clients' transportation is arranged prior so 100% of client appointments are attended.

Compliance and Quality Assurance:

- Ensure compliance with all NM state shelter regulations and Childhaven policies and procedures.
- Conduct regular audits of case files and data entries for accuracy and completeness.
- Assist in the evaluation and improvement of shelter programs and services based on data analysis.
- Work with a Continuous Quality Improvement (CQI) mindset, to identify any areas needing attention in the facility to assure Childhaven shelter facility is safe and running in accordance with the relevant Childhaven policies and procedures and state regulations for residential shelter and licensing and certification, Supervise and support staff to achieve the highest standards of care for the residents.

- Report on all facility issues needing attention to Shelter Director and Maintenance.

Programmatic

- Perform administrative duties of the shelter to include ordering supplies and equipment, monthly billing for Shelter, preparing daily census, daily notes, quarterly reports and performing CQI chart audits/program audits.
- Follow supervisor's directives and other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

- Proficiency in database software and portals
- Proficiency in Microsoft Office products (e.g., Microsoft Access, Excel, or equivalent).
- Adept at working in Office 365
- Strong analytical skills and attention to detail.
- Excellent written and verbal communication and interpersonal skills.
- Ability to work collaboratively in a fast-paced environment and work independently.
- Compassionate and empathetic approach to working with children and families.
- Familiarity with community services and social service delivery systems.
- Cultural awareness and sensitivity: Skilled in working with a population diverse in ethnicity, race, religion, socioeconomic background, physical and/or mental ability, sexual preference, and gender identity/expression.
- Crisis management skills required: Completion of Crisis Prevention Intervention (CPI) course.
- Must obtain and maintain Nurtured Heart Approach, Trauma Training, CPR/First Aid and CPI training within 90 days.
- Must abide by state licensing regulations and standards, and Childhaven policies and procedures.

QUALIFICATIONS:

- AA in a human service field or a degree in information technology plus one-year experience with target population, or an AA degree plus two-years' experience with target population
- Minimum one years' experience in case management and Database administration
- Familiarity with child protection laws and best practices in case management.
- Must pass local, state, and federal background checks (including fingerprints).
- Must have reliable transportation.
- Ability to handle sensitive situations with discretion and confidentiality.