

CHILDHAVEN, INC.

JOB DESCRIPTION

JOB TITLE: Case Manager
FLSA STATUS: Non-Exempt – Hourly
REPORTS TO: Shelter Program Director
HOURS: Full-time position, typically Mon. – Fri., 8:30am – 5:00 pm. 30 minute lunch; occasional evening or weekend hours.

GENERAL STATEMENT OF DUTIES:

The 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. 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:

1. Maintain and update daily the shelter's databases, ensuring data accuracy.
2. Develop and implement database management policies and procedures and update the Case Manager practice guide.
3. Generate regular reports for stakeholders, highlighting case progress, resource utilization (referrals), and outcomes .
4. Collaborate with IT/zoho - Extended Reach staff to troubleshoot and resolve database reporting issues and to create more streamline reports.

Case Management:

5. Conduct intake assessments for children entering the shelter, gathering relevant background information. Prepare discharge documentation with legal guardian.
6. Develop and implement individual service plans in collaboration with children, families, and multidisciplinary teams. Update service plans as you add appointments for each client.
7. Monitor and document case progress, ensuring timely interventions and support and communicate to legal guardian.
8. Advocate for the needs and rights of children, ensuring they receive appropriate services and resources.

Collaboration and Training:

9. Maintain professional boundaries with clients, engaging respectfully and minimally, and ensuring interactions remain appropriate to the administrative role.
10. Work closely with shelter staff, legal guardian, and external agencies to ensure comprehensive care.
11. Participate in 30-day case conferences with legal guardian, staff meetings, and training sessions.
12. Provide guidance and support to staff regarding case management needs of clients and ensure all children's transportation issues are arranged prior so appointments are complied with timely.
13. Compassionate and empathetic approach to working with legal guardian, children and families.

Compliance and Quality Assurance:

14. Ensure compliance with all NM state shelter regulations and Childhaven policies.
15. Conduct regular audits of case files and data entries for accuracy and completeness.
16. Assist in the evaluation and improvement of shelter programs and services based on data analysis.
17. Work with a Continuous Quality Improvement (CQI) committee, 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.
18. Report all facility issues needing attention to Shelter Program Director and Maintenance
19. Follow supervisor's directives and other duties as assigned to assure the smooth operations of the shelter.

QUALIFICATIONS:

1. Education and experience:
 - a. AA in a human service field or a degree in information technology plus one-year experience with target population (or)
 - b. AA degree or college credit equivalency plus two-years' experience with target population
2. Minimum one years' experience in case management and Database administration
3. Familiarity with child protection laws and best practices in case management.
4. Must pass local, state, and federal background checks (including fingerprints).
5. Must have reliable transportation
6. Ability to handle sensitive situations with discretion and confidentiality.
7. Proficiency in database software (e.g., Microsoft Access, Excel, or equivalent).
8. Adept at working in Office 365
9. Strong analytical skills and attention to detail.
10. Excellent communication and interpersonal skills.
11. Ability to work collaboratively in a fast-paced environment.
12. Familiarity with community services and social service delivery systems.
13. 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.
14. Crisis management skills required.
15. Must obtain and maintain Nurtured Heart Approach, Trauma Training, CPR/First Aid and Crisis Prevention Intervention (CPI) training.
16. Must abide by state licensing regulations and standards, and Childhaven policies and procedures.

JOB DESCRIPTION – PART II

DIRECTIONS: This form lists various physical and mental requirements that enable us to describe the requirements for the position listed above.

None: Not required in this position	Occasional: Performed or encountered 1% to 33% of the work time	Regular: Performed or encountered 34% to 66% of work time	Frequent: Performed or encountered 67% to 100% of work time
1. Mobility, Climbing 2. Lifting/Carrying 21 to 30 Pounds 3. Lifting/Carrying 31 to 50 Pounds 4. Lifting/Carrying more than 50 Pounds 5. Environmental Conditions - Dust, Smoke, Fumes	6. Operating Office Equipment (Other than Computer) 7. Speaking to Large Groups 8. Lifting/Carrying 5 Pounds 9. Lifting/Carrying 6 to 20 Pounds 10. Mobility, Crawling 11. Environmental Conditions Indoors - Cold/Heat 12. Environmental Conditions Outdoors – Rain, Snow, Cold, Heat 13. Driving Company Vehicle	14. Sitting For Long Periods 15. Using Computer 16. Move Freely About Office 17. Using Telephone 18. Mobility, Walking 19. Mobility, Standing 20. Mobility, Bending 21. Visual Requirements Close-up Work 22. Visual Requirements Reading Computer Monitor 23. Visual Requirements Reading for Long Periods 24. Produce Written Documents 25. Dexterity, Handling Objects 26. Dexterity, Reaching for Objects 27. Dexterity, Grasping Objects 28. Dexterity, Fingering/ Touching Objects 29. Dexterity, Ability to Feel Objects 30. Hearing on the Telephone 31. Speaking in Person 32. Speaking on the Telephone 33. Exposure to Stressful Situations 34. Public Contact, via Telephone 35. Decision-making Stress 36. Environmental Conditions – Noise	37. Visual Requirements Overall Vision: 38. Hearing Normal Speech 39. In Person, Public Contact 40. Concentration

Please list any pre-existing medical conditions that may limit your ability to perform the job requirements. If not applicable, write N/A.

SIGNATURES: Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice. Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position. Failure to complete these duties may result in termination or resignation.

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____