



Case Manager Job Description

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| Classification: | Exempt |
| Status: | Full-time |
| Reports to: | Clinical Director |
| Location (s): | Eastside Family Resource Center Westside Men's Shelter |

Summary/Objective

Under the supervision of a Licensed Clinical Social Worker, provides direct professional social work services and case management to homeless individuals and families, who are experiencing trauma. CAN has two shelter locations, located in Rosedale and in Catonsville.

Essential Functions

The Case Manager will have two areas of case management focus: housing and linkage with needed benefits, resources and services. This person will assess client needs and strengths, co-create service plans with residents, and partner with residents to accomplish service plan goals through referrals to agency and community resources for benefit entitlement programs, employment and vocational rehabilitation services, mental health services, as well as numerous other essential support services for shelter residents. Monitoring and ongoing assessment are essential components of the Case Manager's duties to assist clients to become physically and mentally healthier, housed and in safe stable environments and as independent as possible. At all times, the Case Manager will provide customer service to both internal and external customers that meets or exceeds the standards set by CAN.

Data Collection and Reporting - All pertinent data will be entered into the HMIS database and will be updated in a timely manner. Client contact sheets will be maintained listing clients served, services rendered and the nature of direct and collateral contacts.

Attends team and interdisciplinary meetings related to the progress of clients. Contributes to program evaluation and research. Prepares case histories and other reports as needed, maintains records on services rendered, and monitors activities of shelter residents.

Maintains contact with other health, education, and welfare agencies and professionals to assure that the needs of residents are met.

Interprets specific program policies and procedures to residents and other interested parties.

All other duties as assigned.

Training and Experience

Possession of a master's degree in social work (MSW) from a college or university approved by the Council of Social Work Education required. Possession of a license, issued by the Maryland Board of Social Work Examiners, as a Licensed Masters Social Worker (LMSW), preferred but not required.

Knowledge of the principles, practices, and theories of social work and human behavior. Knowledge of the diagnosis, treatment, and management of social, mental, and emotional dysfunctions. Knowledge of current social, economic, and health problems. Knowledge of individual, family and group therapy dynamics and techniques.

Skill in applying social work theories and principles to a variety of case settings.

Writing skills are necessary to complete forms, case histories, and reports.

Excellent interpersonal skills.

Knowledge of a variety of resources for clients.

Ability to gather and assess information for the purpose of evaluation or assessment. Ability to assess the needs of clients. Ability to assist in developing effective treatment or service programs for individuals and to provide crisis intervention. Ability to interpret and apply Federal, State, and local guidelines, regulations, and procedures for practicing social work services. Ability to prepare accurate and comprehensive reports. Ability to establish effective working relationships with all contacts.

Supplemental Information

Physical and Environmental Conditions: The work of this classification is essentially sedentary but may include occasional walking, standing, and/or other limited physical activities. Some travel may be required between work sites or to meetings, conferences or workshops.

Position Type/Expected Hours of Work:

This is a Full-Time position, 40 hours per week, with occasional evenings/weekends, as needed.

AAP/EEO Statement

Community Assistance Network is an equal opportunity employer.

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

Date