

# Community Partners Home Based Case Manager



**Department:** Community Partners for Child Safety

**FLSA Status:** Non-Exempt

**Reports to:** Community Partners Supervisor

**Date:** April 2018

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## Position Summary:

The Community Partners Home Based Case Manager provides supportive case management services to families within the home or community-based setting with the goal of preventing child abuse or neglect.

He or she helps to address underlying problems to abuse or neglect including unemployment, unstable housing, substance abuse, mental health concerns, domestic violence, and lack of community/social supports by teaching families new skills and connecting the family to resources within the community.

## Essential Functions:

The duties identified below are the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Schedule and complete appointments at times and locations that are convenient to the client including evenings and maintaining a flexible work week that adapts as changes are needed. Involves exposure to tobacco smoke, domestic animals household pests, mold and other conditions common to domestic environments
- Maintain regular communication with families by various means including phone contact, texting, drop-by visits, and mail during extended business hours and by telephone for crisis
- Requires travel to client homes and community locations.
- Refer client to community resources and research additional resources within the community as to create a working knowledge of resources within the assigned area
- Complete service records and enter intake paperwork in a timely manner
- Develop short and long term family goals
- Refer client to supportive services
- Independently manage work schedule
- Facilitate intra-agency collaborations that support the Bauer mission
- Reach out to a minimum of one community resource per month
- Complete predetermined number of direct services hours
- Assist with special projects or other tasks as required

## QUALIFICATIONS:

To perform this position successfully, an individual must demonstrate regular, predictable attendance and be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge and skill required. The individual must be able to successfully pass background checks.

## Education/Certification/Licensure:

- Bachelor's degree in social work, psychology, sociology, or a directly-related human service field from an accredited college.
- Other Bachelor's degrees will be accepted in combination with a minimum of 3 years of experience working with families in the

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human services field.

- Valid driver's license

## Experience Required:

- None

## Knowledge and Skills Required:

- Strong connection with the community and ability to maintain positive relationships
- Ability to resolve conflict and difficult situations peacefully
- Excellent communication skills, both written and verbal
- Attention to detail
- Organization and time management

## Physical Requirements:

To accomplish the essential functions of the position, one must be physically able to operate or work with computers, calculators, reference books, computer software applications, phones, and other standard office equipment. The physical activities of the position include talking, reaching, grasping, light lifting, bending, squatting, and other repetitive motions.

- Provide transportation in own car as necessary

## Working Conditions:

- Work is performed in a community based setting and/or in families' homes. This role is exposed to tobacco smoke, domestic animals, household pests, and other conditions common to domestic environments.
- Minimal safety hazards with general office working conditions.
- Travel up to 30%.

## INTENT AND FUNCTION OF POSITION DESCRIPTIONS

This position description is intended to cover the most significant aspects of the position. There may be additional responsibilities assigned beyond those stated in this position description. The Organization reserves the right to modify the role, responsibilities, requirements and position status as compliance regulations or business needs dictate.

Position descriptions assist the Organization in assuring the hiring process is administered fairly and qualified candidates are selected. They are essential to effective performance management and compensation systems.

In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the team member or others or which would impose undue hardship on the Organization. Position descriptions are not intended as and do not create employment contracts. The Organization maintains its status as an at-will employer and employment separations can occur for any reason not prohibited by law.