PHOENIX RESCUE MISSION

JOB DESCRIPTION

Job Title: Case Manager
Department: Program

Reports To: Program Director

FLSA Status: Exempt
Level: 15

POSITION SUMMARY
Responsible for conducting case management assessments on community, shelter and program clients developing individual service plans, and assisting for proper program placement.

Coordinating the delivery of support services for clients such as medical, legal and ancillary to remove potential obstacles and enhance the potential for client success.

Monitors client progress towards achieving service plan goals, conducts regular plan reviews and adjusts as necessary.

Develops and maintains relationships with outside agencies to which clients can be referred.

Works well in a supporting role for program staff coordinating support services.

ESSENTIAL FUNCTIONS
- Provides a referral for rejected applicants to other, more appropriate community agencies and institutions
- Attends inter-agency meetings and conference as needed and required.
- Maintains records of medical appointments, court appearances, or other appointments as are required by center procedure and policy.
- Prepares and distributes daily appointment record listing the client’s appointments (medical, legal, counseling, etc.).
- Develops an individualized case plan with each client.
- Conducts periodic meetings with clients to assess the client’s progress in achieving case plan goals.
- Lead or participate in devotions, prayers or other organization activities that promote a credible Christian witness and lifestyle

EDUCATION/EXPERIENCE:
Bachelor’s degree in Social Work, Psychology, Counseling or Social Service field preferred; or 10 years’ experience performing case management in a similar setting.
SKILLS:

- Ability and willingness to initiate and follow through on all assignments, with attention to detail.
- Ability and willingness to keep supervisor well-informed of current activities, problems, and situations on a timely basis.
- Ability to maintain composure in stressful situations, to effectively deal with difficult situations, to effectively deal with clients and volunteers appropriately and to tactfully handle upset or irritated individuals.
- Ability to work independently, as well as to work effectively in a team environment.
- Proficient in use of computer programs, including Microsoft Word and Excel.
- Demonstrated communication skills, both oral and written.
- Ability and willingness to serve a disadvantaged population with dignity and respect.
- Ability and willingness to keep confidential material and information confidential.
- A solid and credible Christian witness and lifestyle that exemplifies Christ in character and actions
- Must meet and maintain the requirements of being an approved driver and driving a personal vehicle on PRM business

- Flexible schedule, position may require some weekend or evening responsibilities.
- Fluency in speaking Spanish a plus.

PHYSICAL DEMANDS:

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is frequently required to use hands and fingers, handle, or feel, and reach with hands and arms. The employee is occasionally required to stand; walk; stoop, kneel or crouch. The employee will often lift and/or move up to 15 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision and ability to adjust focus.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT:

The noise level in the work environment is usually moderate.

Reasonable accommodations may be made to enable the individual with disabilities to perform the essential functions.
I acknowledge by my signature below that I have read and understand the job description outlined herein.

PRINT NAME

________________________________________
SIGNATURE DATE

The job duties listed above are not all inclusive. This job description can be updated and/or changed at any time as the needs of the organization and/or requirements of the job change.

This job description does not constitute an employment contract. The Phoenix Rescue Mission (PRM) is an ‘At-Will Employer’, meaning that either PRM or the employee can end the employment relationship at any time and for any or no reason. It does not alter the parties’ At-Will relationship.

*Phoenix Rescue Mission is a 501(c)(3) nonprofit, evangelical Christian Ministry; as such employees must share the Mission’s Statement of Faith and Lifestyle, and adhere to the Mission’s employee policy manual and guidelines set forth by the CEO.*