

Families First Community Center is hiring its first Case Manager.

Mission Statement: We seek to break the cycle of homelessness by equipping families with minor children the skills they need to gain self-sufficiency.

Title: Case Manager

Classification: Exempt

Department: Case Management

Date approved: 1-18-18

Education:

- Bachelor's Degree in Social Work or related field, required;
- Master's Degree in Social work or related field, preferred.

Knowledge, Skills & Abilities:

1. Thorough knowledge of community based resources;
2. Service oriented;
3. Strong communication skills, both written and verbal;
4. Strong interpersonal skills; and the ability to teach these skills;
5. Strong attention to detail;
6. Active listener;
7. Critical thinker: able to evaluate client needs and implement alternative solutions when needed;
8. Excellent time management and organizational skills;
9. Understanding of and positive regard for clients;
10. Proficiency with computers required

Licenses and Experience:

1. 1 year minimum of experience in Social Work or related field;
 2. Experience working, administratively, with Maine Care, Maine Housing, or similar administrative body, preferred.
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Reports to: Executive director (The board until this position is filled.)

Summary: In order to achieve best client outcomes, the Case Manager should personify Families First Community Center (FFCC) values, should exercise good judgment, and should prioritize high quality client care.

Tasks:

1. Ensure clients plan, evaluate, record, and implement their weekly, monthly, and yearly individualized plan with measurable goals and outcomes;
2. Relate to clients and other staff in a professional, respectful, positive, and caring manner;
3. Maintain confidentiality of all information related to clients and/or the organization;
4. Exercise good judgment regarding law enforcement and potentially litigious situations; immediately notify the Executive Director of situations that could be threatening or damaging to the organization, staff members, or clients;
5. Ensure that all Case Management is implemented in a way that prioritizes client care, is consistent with FFCC mission and values, and adheres to social work best practices;
6. Ensure that Case Management complies with all relevant government regulations;
7. Personify FFCC values and serve as an example for the rest of the staff;

8. Perform day-to-day administrative tasks such as processing paperwork (i.e. client intakes, progress notes, and 90-day reviews) and maintaining accurate records and reports;
9. Observe, evaluate and create effective strategies to mitigate client needs – psychological, emotional, physical or situational;
10. Ensure that client outcomes (both qualitative and quantitative) are accurately documented and made available to the Executive Director and other staff;
11. Adhere to all processes required by Maine Housing and Maine Care reimbursement; complete all related paperwork, in a timely manner;
12. Maintain working, up to date knowledge of local resources, regulatory standards, and social work best practices; remain informed about the needs of vulnerable populations;
13. Conduct fact finding investigations and risk assessments in cases of suspected child abuse & neglect;
14. Provide protective and supportive services for abused or neglected children & adults;
15. Teach clients home and budget management, child/adult care, parenting skills; assist with housing, employment, recreation and living arrangements, as required;
16. Provide protective & supportive services for youth who are experiencing problems at home, in school or in the community, when the situation is deemed detrimental to their well-being or that of the community;
17. Work collaboratively with social agencies, hospitals, clinics, courts, & other community resources;
18. Communicate regularly with other staff; demonstrate transparency and openness to collaboration, in order to ensure high quality client care and best client outcomes;
19. Work with the various programs in the area working with the clients in need to develop effective processes and procedures regarding the client pool; develop an effective communication process to best coordinate services;
20. Adhere to the Families First Community Center (FFCC) Code of Ethics, policies and procedures;
21. Participate in required agency activities and initiatives, such as on or offsite employee trainings, staff meetings, and fundraisers;
22. Be knowledgeable about other FFCC programs and services and how to properly access those services;
23. Perform other duties, as needed, which are necessary to ensure success of our programs.

Physical Environment: Duties involve working both in and out of an office setting; duties may involve meeting with clients at their residence(s), in public spaces, and in and around program spaces.

Physical Effort: This is a position that requires regular communication with both clients and staff, both by telephone and in person. The position may involve standing, sitting, bending, reaching, lifting up to 30 pounds, ascending and descending stairs, and driving.

Please send cover letter, resume, and references to:

Families First Community Center
familiesfirstellsworth@gmail.com