

CATHOLIC CHARITIES OF SOUTHEAST TEXAS
Job Description

Salary Range: N - 3

Position: Case Aide - Temporary

Job Classification: Hourly / Full-Time / Temporary

General Description: Responsible for assisting Disaster Case Managers (DCM) with comprehensive case management services that assist low- and moderate-income families following a disaster. This case management project takes a holistic approach to the client's biological, psychological, and social needs. The Case Aide serves clients of all religious, racial and ethnic backgrounds.

Organizational Relationships:

Reports to: Disaster Case Manager Supervisors (DCMS)

In conjunction with the DCMS, the Case Aide also works with DCM, and other team members of the Disaster Response Program, other staff of the agency, community leaders, other social service agencies, volunteers and clients.

Essential Duties and Responsibilities:

- Assist in gathering information for multi-dimensional assessment of client needs.
- Provide support to help maintain appropriate documentation of client files (confidential case files.)
- Provide support to help secure and maintain accurate service delivery statistics as assigned.
- Submit all necessary and appropriate documentation to the DCM, DCMS, Program Director, or administrative support services.
- Provide assistance with preparation and submission of applications for disaster recovery resources.
- Accompany DCM on client home visits.
- Assist with organization, management, and distribution of merchandise stored at warehouse or other locations in cooperation with the Resource Coordinator, DCM, DCMS, and/or Program Director.
- Perform outreach activities intended to identify families needing support and assistance following disaster.
- With direction from DCM and/or DCMS provide referrals to appropriate medical, psychological and social work professionals when the need of the client indicates such actions.
- Assist with administering financial assistance in accordance with the procedures provided.
- Attend periodic training or workshops as needed and relative to the position.

- Network with existing social service agencies, psychological and psychiatric resources to establish referrals and outreach models.
- Perform other duties as required by DCMS and/or Program Director, such as preparing for, attending and/or supporting special events and projects. Examples include: assisting with outreach activities, participating in staff retreats, United Way or other Funders' visits, agency fairs and speaking engagements, as deemed applicable.

Nonessential Duties and Responsibilities:

Performs other duties as assigned by DCMS and/or Program Director.

Supervisory Responsibilities:

This job has no direct supervisory responsibilities; however, functional supervision of volunteers may be required periodically.

Minimum Education:

Graduation from an accredited High School or GED.

General Qualifications:

Background in casework, psychology or social work and experience working with people of low-income.

Demonstrated sensitivity to diverse cultures.

Proven leadership, administrative and organizational abilities.

Strong written, verbal and presentation communication skills.

Must have adequate/available and reliable transportation.

The employee must provide a copy of their valid Driver's license and proof of personal automobile insurance to the Administration Office.

Equipment Used:

Telephone, personal computer, copier and fax machine.

Working Conditions:

Work is carried out in a controlled, agreeable environment as generally represented by Catholic Charities. Client assistance can also take place at other locations. All travel will be pre-approved by the President/CEO or designate.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Contacts:

Requires contact by telephone, in writing, and personal contact with clients, prospective clients, other service providers, volunteers, and government agencies.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle or feel objects, tools, or controls; reach with hands and arms; and talk and/or hear. The employee is frequently required to walk. The employee is occasionally required to stand, stoop, kneel, crouch, climb stairs or crawl.

The employee must regularly lift and/or move up to 10 pounds and frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus.

Mental and Aptitude Requirements:

Job requires ability to hear and talk; strong writing skills; analytical, conceptual, problem – solving and decision-making skills; and handling multiple tasks within the confines of deadlines.

Work Performance Measures:

- Must report to work on time.
- Must dress appropriately.
- Must keep all work accurate and current.
- Must adhere to agency employee handbook of personnel policies.
- Must maintain high level of knowledge of the program, its requirements, functions, and status, etc.
- Must adhere to the agency handbook of accounting policies and procedures.
- Must be responsible for protecting the confidentiality of information that may be of a personal or sensitive nature pertaining to employees, clients and/or the overall Catholic Charities agency.
- Must respect the client’s right to self-determination.
- Must have flexibility in scheduling, availability for evening and weekend commitments.

Job Description Review and Acceptance:

I understand this job description and its requirements; I understand that this is not an exclusive list of the job functions and that I am expected to complete all duties as assigned; I understand the job functions may be altered by management without notice; I understand that this job description in no way constitutes an employment agreement and that I am an at-will employee.

Case Aide Signature

_____/_____/_____
Date

Director – Disaster Response

_____/_____/_____
Date