

**CATHOLIC CHARITIES OF SOUTHEAST TEXAS**  
**Job Description**

**Position: Temporary Case Manager - Disaster Response**

Salary Range: N5

Job Classification: Hourly / Full-Time

**General Description:** Responsible for assisting survivors of 2017 Harvey with recovery efforts. The position will last approximately 18 months and will be based out of Jefferson, Orange, Polk, or Tyler counties. This time limited casework project assesses the client's physical, material and financial needs. Its mission is to assist affected individuals with access to mainstream resources that provide solutions to the problems caused by the disaster. The Case Manager serves clients of all religious, racial and ethnic backgrounds. Other duties include outcome measurement, development of service delivery, and developing a recovery plan with each client family.

**Organizational Relationships:**

Reports to: Case Manager Supervisor – Disaster Response

In conjunction with the Case Manager Supervisor, the Case Manager also works with the Program Director, Vice President of Programs, other agency staff and Program Directors/Coordinators, community leaders, volunteers and clients.

**Essential Duties and Responsibilities:**

- Conduct multi-dimensional assessment of client needs. Assist family with development of disaster recovery plan.
- Provide highly skilled and culturally sensitive services to diverse populations.
- Provide crisis intervention to individuals and families in emergent situations where there is lack of food or shelter.
- Conduct home visits as needed.
- Provide assistance with submission of applications for disaster assistance.
- Perform outreach activities intended to locate affected individuals needing support and assistance.
- Provide referral to appropriate medical, psychological and social work professionals when the need of the client indicates such actions.
- Administer financial assistance in accordance with the guidelines provided.
- Represent clients before Unmet Needs Committees and participate in Long-term Recovery Group activities/meetings.
- Maintain appropriate documentation of client files (confidential case files.)
- Secure and maintain accurate service delivery statistics, evaluate outcomes and keep management apprised of servicing issues, trends and cost implications.
- Submit all necessary and appropriate documentation to appropriate agency staff. Network with existing social service agencies, psychological and psychiatric resources to establish referrals and outreach models.

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- Perform other duties as required by Case Manager Supervisor, Program Director, Vice President of Programs, or President/CEO, 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 the Case Manager Supervisor.

**Supervisory Responsibilities:**

This job has no direct supervisory responsibilities.

**Minimum Education:**

Bachelors' degree in Social Work, Psychology, Counseling preferred. Comparable education and experience may be substituted for a degree.

**General Qualifications:**

- Experience providing disaster case management preferred.
- Background in counseling, 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 locations will vary including but not limited to offices and client residences in the counties being served by the Disaster Case Management Program. Work is generally carried out in a controlled, agreeable environment as generally represented by Catholic Charities. Client assistance can also take place at other locations. Travel will be coordinated and approved as needed by Case Manager Supervisor, Program Director or other member of management.

**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.

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**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 use hands to handle or feel and talk or hear. The employee will be required to periodically stand, and walk. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, peripheral vision, depth perception, and 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 clients, staff, volunteers, donors, 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.