

CATHOLIC CHARITIES OF SOUTHEAST TEXAS
Job Description

Position: <u>Temporary Disaster Case Manager Supervisor</u>	Salary Range: E-2 Job Classification: Salaried - Exempt / Full Time
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General Description: Responsible for assisting survivors of 2017 Harvey with recovery efforts. The position will last approximately 18 months. This person will provide supervision, ongoing training, evaluation and support to Case Managers ensuring optimal case management services are provided to disaster survivors and their families through advocacy, information and referral, crisis intervention services, and recovery services. Ensures contract goals and outcomes are met.

Organizational Relationships:

Reports to: Director - Disaster Response.

Also works with the Vice President of Programs, Office Manager, other program directors/leads and staff, community leaders, funding sources, government agencies, volunteers and clients.

Essential Duties and Responsibilities:

- Responsible for the day to day management and implementation of Disaster Case Management program including tracking, reports, outreach and staff supervision. Assign cases to appropriate Case Management staff.
- Provides training and supervision to staff; helps to prioritize cases and make recommendations regarding appropriate corrective actions.
- Consult with the Program Director to ensure that financial assistance is administered in accordance with program policy.
- Reviews and approves financial relief requests for clients. Refers appropriate requests to CCSETX Allocations Committee for approval.
- Meets individually with each Case Manager at least weekly and provides technical support and mentoring.
- Provides direct services to clients on complex cases and as otherwise needed.
- Keeps updated information on community resources available to clients.
- Works with Case Managers and Director – Disaster Response, and other team members to identify disaster survivor trends, gaps in service, training needs and necessary outreach.
- Attends inter-office and outside agency meetings as appropriate.
- Provide highly skilled and culturally sensitive services to diverse populations.
- Conduct home visits as needed.
- Perform outreach activities intended to locate affected individuals needing support and assistance.
- Provide guidance to Case Managers to facilitate client referrals to appropriate medical, psychological and social work professionals when the need is indicated.
- Provide guidance to Case Managers on selection and representation of clients before Unmet Needs Committees and participate in Long-term Recovery Group activities/meetings.

- Assures that comprehensive case files, records, charts and other documents are maintained in all case records and web-based disaster case management database(s). Monitor files to insure procedures are followed and grant requirements are being met.
- Conduct (at least) weekly file reviews to ensure services are being properly delivered.
- Completes all required statistical and fiscal reports timely. Assist Program Director, Vice President of Programs, and Data Manager as needed with preparation of reports needed for programmatic audits/site visits/compliance reviews, reports to Board Committees, and all other programmatic reports .
- 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.
- Utilize all training information and/or manuals to answer questions regarding Case Management, as well as grant requirements and deadlines.
- Supervise up to 12 Case Managers
- Monitor client recovery plans to ensure they are updated as needed.
- Assist with fostering and maintaining a good working environment.
- Performing other duties as required by Program Director and/or Vice President of Programs, 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 job-related duties as directed by Program Director or Vice President of Programs.

Supervisory Responsibilities:

Direct Supervision of up to 12 Case Managers.

Minimum Education & Experience:

Bachelor's Degree in Social Work or a related field required. Master's Degree in Social Work or Graduate degree in related field preferred.

Minimum three years of experience in social service with at least one year experience in supervising staff strongly preferred.

General Qualifications:

- Experience providing disaster case management preferred.
- Background in counseling, psychology or social work and experience working with people of low-income.
- Proven leadership, administrative and organizational abilities.
- Strong written, verbal and presentation communication skills.
- Good command of English Language. Bi-lingual English/Spanish preferred.
- Excellent computer knowledge and experience, including Microsoft applications.
- Demonstrated sensitivity to diverse cultures.
- 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, printer 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 duties.

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 functions.

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 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.