



## CASE MANAGER

Job Description Form

Division/Department:	Center for Self Sufficiency and Housing Assistance		
Location	2010 Bridge SW		
Reports to	Linda Zamora	Title	Center Director

Level/Grade	Type of position:	Hours: 40 hours per week
5	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Contractor <input type="checkbox"/> Intern	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt

### SUMMARY

Responsible for assessing client needs, development and implementing clients and family service plans. Provided clients with the tools to become self-sufficient.

### RESPONSIBILITIES

- Conducts intake and assessment interviews to determine eligibility and need for program services.
- Conduct home visits with clients on a consistent monthly basis.
- With client, develops client service plan.
- Provides case management services to implement service plans in a timely fashion.
- Coordinates case management services with community agencies and other Catholic Charities programs. Makes referrals as appropriate.
- Plans and implements interventions when service plans are not being met.
- Monitors and documents clients' progress and keeps client files current.
- Represents and advocates for clients as needed.
- Assists in preparation of program reports.
- Keeps abreast of program/contract requirements.
- Respond appropriately to the cultural differences present among the Agency's service population.
- Incorporate and demonstrate the mission, vision, work, core values and activities of Catholic Charities in a positive manner with all staff, clients and the general public at all times.
- Participate in weekly team meetings as scheduled.
- Arranges for linguistic interpretation when necessary.
- Complete all other duties as assigned.

Note: Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

**Physical Demands:** While performing the duties of this job, the employee is regularly required to sit for long periods of time, use hands to handle, control, or feel objects, tools, or controls, understand the speech of another person, speak clearly, so listeners can understand. The employee is frequently required to walk or stand, reach with hands or arms, climb or balance, stoop or kneel. Specific vision abilities required by this job include close and distance vision.

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<b>WORK EXPERIENCE REQUIREMENTS</b>			
<ul style="list-style-type: none"> <li>- One-year minimum of experience working with underserved populations.</li> <li>- Valid NM Driver's License with clean record.</li> <li>- Proficient computer skills in MS Office and Windows.</li> <li>- Read, write and understand the English language.</li> <li>- Ability to work independently.</li> <li>- Knowledge of local social services system preferred.</li> <li>- Multicultural experience preferred.</li> </ul>			
<b>EDUCATION REQUIREMENTS</b>			
<ul style="list-style-type: none"> <li>- BA/BS in Social, Behavioral, or Health Science OR a satisfactory equivalent combination of education and experience.</li> <li>- Bilingual in English/Spanish will be required for specific positions; preferred for others.</li> </ul>			

**Employee's Signature:** \_\_\_\_\_ **Date** \_\_\_\_\_

***THIS SECTION IS COMPLETED BY HUMAN RESOURCE***

REVIEWED BY	<i>Title</i>
APPROVED BY	<i>Title</i>
DATE POSTED	
DATE HIRED	