

CATHOLIC SOCIAL SERVICES OF THE MIAMI VALLEY

JOB DESCRIPTION

POSITION TITLE:

Long-Term Recovery Case Navigator

DEPARTMENT:

Long-Term Recovery

EMPLOYMENT CLASSIFICATION:

Non-Exempt

SUPERVISOR/MANAGER:Team Lead, Long-Term Recovery
Case Management; Director, Social
Services**REVISION DATE:**

March 2021

Purpose of Position: Provides goal directed and self-sufficiency focused Case Management services to clients engaged with the Long-Term Disaster Recovery Program. Provides needs assessments, interventions, support in goal planning, and resource connection to support the long-term recovery of disaster survivors.

KEY RESPONSIBILITY AREA MAIN DUTIES (Not all inclusive)

I. Case Navigation and Case Management. (75%)

1. Provides direct client services including screening, intakes, and ongoing case management to referred consumers.
2. Determines eligibility, develops and implements resource plans and monitors progress of assigned client caseload.
3. Provides financial screenings for client financial assistance requests.
4. Maintains knowledge of existing community social service resources and partners, including pertinent disaster resources.
5. Work collaboratively with Long-Term Recovery Case Management team, and other social service providers, to coordinate services with service and other organizations to support individuals and families return to pre-disaster level of well-being.
6. Provides home based and community based visits, including client transport when necessary for case plans, in response to client needs.
7. Prepares case presentations for review of unmet needs.
8. Maintains case records and keeps an updated list of open FSS cases.

II. Documentation and Reporting. (15%)

1. Appropriately documents client encounters utilizing computer based case management software.
2. Maintains paper case files and ensures appropriate documentation of case notes, referrals, and units of services delivery.
3. Maintains and updates records for clients receiving financial assistance.
4. Completes necessary monthly reporting and participates in Quality Assurance Processes.

III. Team Work and Professional Growth. (10%)

1. Attends and actively participates in Long-Term Recovery subgroup, agency, and team meetings.
2. Participates in supervision for professional development and collaboration.
3. Seeks to further own professional development through attendance in applicable workshops and trainings.
4. Maintains individual licensure, if applicable.

ADDITIONAL FUNCTIONS/RESPONSIBILITIES:

- Participates on agency committee(s) as needed
- Performs other job-related duties and activities as needed
- Maintains cleanliness of work area
- Gains knowledge of the appropriate use of all CSSMV forms and the operation of equipment

- Keeps supervisor informed and involved in the activity of projects, as necessary
- Assists in ensuring projects meet mutually agreed upon strategies and objectives
- Reads trade and other publications to keep current with industry issues/knowledge, as applicable
- Follows all professional standards for work area, license area, the agency and other agencies for which they may be collaborating
- May require flexible scheduling
- Valid Ohio driver's license with a good driving record and access to a private, insured vehicle during working hours

ADDITIONAL KNOWLEDGE AND EXPERIENCE:

- Contemporary computer knowledge, especially in Microsoft Word and Excel
- Ability to interact with a large variety of people in a professional manner
- Ability to organize and prioritize work and execute it efficiently and accurately
- Ability to handle confidential information appropriately
- Succinct communication skills, both verbal and written; ability to organize thoughts in a logical, clear and concise manner
- Ability to train adults
- Familiarity with regulations/laws in work area(s), including keeping current with revisions of such
- Ability to make independent decisions
- Ability to adhere to agency policies and procedures within a Catholic social service setting

BEHAVIOR TRAITS:

- Attention to detail
- Flexibility
- Results oriented and decisive (may include the ability to make recommendations)
- Effective time management and planning skills; ability to meet deadlines
- Ability to absorb information quickly and perform duties in a timely and accurate fashion
- Ability to handle multiple priorities and respond to multiple customers (internal and external)
- Ability to shift attention quickly and accurately from one matter to another
- Ability to effectively, efficiently, and harmoniously work independently and as a member of a team; ability to interact effectively and diplomatically with a wide range of organizations/people
- Ability to effectively work with a diverse group of individuals
- Ability to lead others to achieve desired results
- Self-motivated

LANGUAGE SKILLS:

- Ability to read, analyze and interpret general business periodicals, professional journals, and technical procedures, or government regulations
- Ability to effectively present information and respond to questions from managers, clients, other employees and the general public, as well as ability to present information to top management, public groups and/or board of trustees
- Ability to respond to common inquiries or complaints from clients, regulatory agencies or members of the business community

PHYSICAL:

- The employee is occasionally to frequently required to reach with hands and arms, stand and walk (mobility to go to different areas)
- The employee must occasionally lift and/or move up to 10 pounds
- Specific vision abilities may include close vision, distance vision, depth perception, and ability to adjust focus

MINIMUM EDUCATION, KNOWLEDGE, AND EXPERIENCE:

- Bachelor's Degree in Social Work or related field. Some college and a minimum of year one year of

exceptionally related direct experience may be considered in lieu of degree.

- At least two years related work/intern/volunteer experience
- Experience working with volunteers preferred
- Skills in client assessment
- Sound knowledge of community resources
- Sound interviewing and intervention skills
- Ability to plan and coordinate services
- Demonstrated leadership ability
- Ability to effectively work with other organizations in the community
- Effective written and oral communication skills
- Ability to work with diverse populations
- Willingness to work flexible hours
- Valid Ohio Drivers license, access to dependable transportation
- Commitment to CSSMV's mission and goals
- Knowledge of Catholic teachings and/or ability to acquire and function within that framework

SCOPE OF DAILY CONTACTS:

-Agency staff -Clients -Representatives from other community organizations

DIRECT REPORTS:

Interns/Volunteers

I affirm that I have read the duties listed above. I understand they are intended only as illustrations of the various types of work that may be performed. I understand the omission of main statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

I understand CSSMV reserves the right to change, modify, suspend, delete, or depart from any and/or all parts of this position description, at any time. I understand nothing in this position description is intended to limit the agency's rights in any manner.

____/____/____
Employee Printed Name

Employee Signature

Date