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| **Job Title:** | Case Manager (Full & Part time) | **Job Category:** | Hourly Employee |
| **Location:** | 1614 Truesdell Court (Emergency Shelter)Key West, FL 33040 | **Travel Required:** | Minimal |
| **Rate of pay:** |  $ $ $ $  |  **Position type:** | Exempt |
| **Will Train / Experience Required:** | Training is available but experience is preferred.  | **Reports to:** | Case Management Supervisor, Deputy Director / and Executive Director  |

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| **Application Accepted By: April 1, 2022 (4:00 pm)** |
| Email to:**TARA@SAMUELSHOUSE.ORG****;****MARIA@SAMUELSHOUSE.ORG****AND** [**WWW.SAMUELSHOUSE.ORG**](http://WWW.SAMUELSHOUSE.ORG)**;** | **Samuel’s House utilizes peer agency sharing; social media resources such as internet and radio, etc. to advertise for vacant positions. Candidates should follow the appropriate directives for submitting their application and resume to the email addresses provide here, and use the subject line “Creative Event Coordinator”.** |

**Job Description: Case Manager**

**Role and Responsibilities:** All case management positions will work directly with the Case Management Supervisor on a daily basis. There is a combination of full-time and part-time positions available, depending on shifts and hours of coverage required.

**Duties and responsibilities may include but are not limited to:**

* Responsible for clients intake and assessment according to SH policy and procedural mandates.
* Administers drug testing and recording of results.
* Monitors client progress on a daily, weekly and extended basis.
* Networks with other agencies to meet needs of client when required.
* Collect client fees and maintain records.
* Administers consequences to clients according to policy and procedure.
* Attends staff meetings.
* Oversees volunteer resident monitors.
* Reports all emergencies or non-routine incidents to Executive Director/Deputy Director/Case Management Supervisor
* Attends job related meetings and workshops.
* Performs other duties as assigned.
* Reviews history of clients, discuss their needs and problems and guide them to meet those needs.
* After researching client’s history and background, manner of thinking, capabilities and other important factors; the case manager explores a range of choices that may help the client resolve their problem. Team staffing is used to make final decisions for goals so
* that the client can become successful.
* Guide clients to choose the most appropriate approach according to the needs. Case Manager does not make decisions on behalf of client.
* Make every possible resource available that will be beneficial for their client’s wellbeing. Acts as liaison between service providers and recipients.
* Encourages the client input to the comprehensive individualized Plan of Action, adheres to standards or best practices for treatment
* plan, establishes and tracks qualitative and quantitative outcome measures and evaluates services on client and community satisfaction.
* Offers comprehensive services from a variety of agencies that are designed to respond to client’s multiple needs (i.e. substance abuse treatment, mental health, domestic abuse support, parenting skills training and housing).
* Reports any concerns regarding medical or clinical status of client to Case Management Supervisor, Executive Director, Deputy Director as soon as they are noted.

**Qualifications & Education:**

* Experience in the field of case management; experience in substance abuse and mental health disorders at a level necessary to accomplish job is preferred but training may be provided to select candidates.
* Must have good oral and written communication skill, interpretation capabilities, counseling techniques, problem-solving skills and appropriate decision-making skills.
* Must be able to follow chain of command.
* Must keep CEU’s up to date.
* Valid Florida Driver’s License.
* Current First Aid/CPR certification.
* Schedules will vary as SH does require 24/7 – 7 day per week coverage for case management positions.
* Must pass a criminal history background check and pre-employment drug test.

Last Updated by: Tara Salinas, Executive Director Date: March1 4, 2022