JOB DESCRIPTION

Job Title: Case Manager II  
Date Developed: August 2015  
Division: Residential Services  
Department: Residential Services  
Classification: Non-Exempt  
Reports To: Clinical Care Coordinator

PURPOSE OF POSITION
The incumbent is responsible for providing goal-oriented support and individualized direct care and supervision of program youth. This position is focused on achieving individualized goals for the persons served by assessment, planning, advocacy, and coordination in a manner which reflects the mission, philosophy and policies of Covenant House Missouri.

SUMMARY OF DUTIES
(Responsibilities to include but not limited to the following)

- Responsible for establishing and maintaining good relationships with appropriate boundaries with youth.
- Responsible for client intake and administration of various assessments such as Casey Life Skills Assessments.
- Support individuals to identify client needs and creates individualized treatment plans that represent the best interest of the client and ensures their views and preferences.
- Initiates crisis intervention counseling to youth and to families as needed.
- Collaborate with interdisciplinary team to:
  - Identify the best possible approach to providing services to the youth in the Residential Programs.
  - Integrates and continuously supports a Trauma Informed culture thru treatment planning and daily interactions, advocating with and on behalf of individuals, according to their needs and wishes.
- Provide information or refer individuals to established and preferred public or private agencies or community services for assistance.
- Responsible for developing, organizing and conducting life skills and group activities to prevent and resolve problems related to human relationships and self-care.
- Transport and accompany youth to appointments outside of Covenant House Missouri.
- Role model positive behaviors and coping skills for youth demonstrating strength based approach in all interactions and utilizing aspects of Trauma Informed Care and Positive Youth Development.
- Record and maintain records, required paperwork, and documentation according to agency policy & procedures.
- Lead, plan, and facilitate various team and individual meetings for the purpose of sharing information in regard to youth.
- Responsible for proper administration of medication and first aid per CHMO policies and guidelines.
- Assist in planning, scheduling, and implementation of on and off site residential activities.
- Establish working relationships with fellow team members to build trust and confidence enabling you to constructively challenge practices and procedures that need to be improved, changed or eradicated.
• Actively engage with volunteers/partners assigned to the residential programs.
• Participate in all required trainings and staff meetings, completing at least 40 hours of training annually.
• Act in accordance with all organizational and legal protocol, policies, and procedures.
• Perform other duties as assigned.

SUPervisory DUTIES
No direct reports

WORKING RELATIONSHiSHIPS
Regular internal contact with all CHMO staff, outside contact with vendors and suppliers, and regular contact with outside agencies.

KNOWLEDGE, SKILLS, & ABILITIES

Education & Experience
Bachelor’s degree in Human Services or related field required. Two (2) years’ experience preferred.

Knowledge/Skills
• The ability to work cooperatively with others to achieve shared goals, showing diplomacy and flexibility when there are conflicting opinions; supporting other people’s performance to achieve the best possible results.
• The ability to take control of a situation and to lead by empowering others into an effective team. Inspiring and energizing others to carry out tasks and achieve goals by displaying a clear sense of direction and values.
• The ability to relate to, and feel comfortable with, people at all levels and to be able to make and maintain good working relationships with co-workers, supervisors, representatives of other agencies, and the public.
• The ability to verbally express ideas in a way that is easily understood by others who are unfamiliar with the topic, including delivering a presentation, giving accurate information or acting as a spokesperson.
• The ability to write concisely and convey meaning in a manner appropriate to different readers, presenting a persuasive argument.
• The ability to respond to, anticipate, and positively manage change, as it relates to the youth.
• The ability to handle numbers, gathering statistical data and being able to analyze, interpret and present it in a clear and accurate way.
• Flexible team player who thrives in environments requiring ability to effectively prioritize and juggle multiple concurrent tasks.
• The ability to relate to your coworkers, inspire others to participate, and mitigate conflict with coworkers.
• The ability to design, plan, organize, and implement tasks within an allotted timeframe.
• Results driven achiever with planning and organizational skills, along with a high degree of detail orientation.
• Uses logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
• The ability to follow policies, regulations, and laws pertaining to the delivery of human services.
• Fundamental knowledge in mental health, trauma, substance abuse, homelessness, etc.
• Proficient in Microsoft Office, assessment tools, database systems, and Windows environment.
WORK ENVIRONMENT/ PHYSICAL DEMANDS

- Moderate concentration.
- Frequent interruptions.
- Moderate noise level.
- Moderate sitting, standing and eye strain, light walking, bending and lifting.

I understand that the statements included in this document are intended to describe the general nature and level of work being performed by individuals in this position, and that they are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Further, this job description does not state or imply that this is a contract between the individual in this position and Covenant House Missouri.

Employee Signature and Date: _______________________________