



**JOB DESCRIPTION**

**EMPLOYEE NAME:**

---

**JOB TITLE:** Case Manager  
**LOCATION:** Jackson or Josephine County  
**REPORTS TO:** Shelter Manager  
**FLSA STATUS:** Full time, Hourly, Non-exempt

**POSITION SUMMARY**

Case Manager’s (CM’s) work as part of an inter-disciplinary service team with participating youth. This position will assess the needs and support youth in developing an Individual Service Plan to accomplish their desired goals. Building positive supportive relationships with youth is central to the effectiveness of this position. This requires the capacity to give and receive affection, sensitivity, and emotional maturity, the ability to deal with frustration and conflict and a sense of humor. The CM’s will have flexibility to engage and support clients both on-site and in the community. In some cases, youth may be engaged in multiple programs where they receive significant supports. CM’s will maintain strong professional connections with education, employment, and other community resources as part of the interdisciplinary team.

**ESSENTIAL FUNCTIONS**

Assessment and Service Planning

- Provide Initial Intake Assessment, Re-Assessments, meeting requirements for paperwork and timelines for completion
- Identify and utilize youth strengths
- Facilitate development of an Individual Service Plan with each youth and family
- Complete regular Individual Service Plan reviews with the youth

Case Management/Service Plan Coordination

- Be available to engage and meet with youth and parents on a flexible schedule
- Meet with youth individually on a regular basis, which may include evening and weekend appointments to accommodate youth / family schedules
- Provide advocacy for youth: assist youth in accessing the services and other resources they need
- Support youth in accessing employment and education supports
- Coordinate internal and external services and supports for youth / family

Individual Counseling/Support and Group Facilitation

- Demonstrate knowledge and understanding of trauma informed care, positive discipline, strengths perspective, positive youth development and motivational interviewing and incorporate principles into practice
- Build positive relationships with youth through role modeling and mentoring
- Work collaboratively with HWAM counselors in crisis planning and crisis intervention
- Facilitate groups, as needed, on relevant topics
- Assist youth in individual and group life skill building through activities and support accessing community resources

### Sub-Population Specialty

- Have knowledge of issues and interventions of specific populations/issues that may include: pregnant and parenting youth, alcohol and drug involvement, mental health, community justice, sexual minorities, and varied cultural backgrounds
- Maintain up to date information about population/issue specific resources
- Build and maintain contacts at agencies providing resources
- Attend relevant community resource and information sharing groups
- Share information and resources with other Team Members and community partners
- Maintain accurate and timely documentation of all services. This includes: assessments, re-assessments, individual service plans, progress notes, exit summaries, etc.
- Learn and practice current documentation systems, which can include new technology and revised forms of documentation
- Complete all required documentation and reports/tracking in a thorough and timely manner

### General Job Performance Standards

- Support HWAM mission and goals
- Work assigned work schedule and carry out job duties according to the time schedule
- Maintain professional boundaries and performance at all times
- Participate in discussions, events, workshops, and trainings offered by HWAM
- Complete other duties as assigned
- Maintain and role model professional boundaries at all times.
- May not have any involvement with, or access to, any youth case documents, service plans, files, or processes in a professional role wherein a dual relationship exists.

### **NON ESSENTIAL FUNCTIONS**

- Other duties as assigned

### **SUPERVISORY RESPONSIBILITY**

- None

### **REQUIRED EDUCATION & EXPERIENCE:**

- Bachelor's Degree in education, social work, psychology or related field **OR** an equivalent combination of education and experience.
- Must have at least 2 years' experience working with at-risk youth ages 10-18 years.
- Must have experience working with parents.

### **PREFERRED EDUCATION & EXPERIENCE:**

- Master's Degree in Psychology, Sociology, Human Services, or a related field
- 2 years of teaching experience

### **REQUIRED KNOWLEDGE, SKILLS, & ABILITIES:**

- Must demonstrate a high level of ethics, integrity, honesty, and transparency while always upholding the mission, vision, and values of the organization
- Must fulfill all responsibilities of a mandatory child abuse reporter
- Excellent interpersonal, verbal, and written communication
- Demonstrate patience, understanding, and empathy
- Excellent organizational and time-management

- Ability to work with a diverse population across all spectrums
- Proficient using a PC with MS Office Suite and other software
- Ability to remain calm in high-stress situations
- Problem-solving, active listening, coaching, and mentoring
- Must demonstrate a high degree of personal initiative and be able to work unsupervised
- Knowledge and application of stress management and wellness practices
- Current and relevant knowledge of cultural and human diversity
- Ability to effectively present information and respond to questions from diverse groups, which includes the ability to present in public settings
- Must be flexible and adapt to changes in the work environment shifting priorities on short notice
- Must be consistently dependable, reliable, and accountable including punctuality and attendance

**OTHER REQUIREMENTS:**

- Valid Oregon driver’s license, reliable transportation, and proof of auto insurance. Must maintain an acceptable driving record in compliance with HWAM insurance provider.
- Reliable transportation.
- Able to work a flexible schedule. Evening and weekend work may be required.
- Ability to pass a pre-employment drug screen and DHS Child Welfare background check.

**Working Conditions:** The working conditions described here are representative of those that exist as part of the essential functions of the job.

This position primarily works indoors, in a shelter for at-risk, homeless, and runaway youth ages 10-17 years. Typically this position is not exposed to hazardous materials, loud noises, or extreme heat/cold.

This position may occasionally require working overtime, weekends, nights, and holidays.

Primarily local travel is involved with the use of personal vehicle.

**Mental Demands:**

- Reading, writing, math calculations
- Work under pressure with deadlines
- Exposed to youth and families in crisis
- Able to manage and juggle multiple situations at the same time
- May be required to speak publicly
- Ability to deal with and successfully manage work-related stress

**Physical Demands:**

|                                      | Never | Seldom<br>1-5% | Occas.<br>6-33% | Freq.<br>34-66% | Continuous<br>67-100% |
|--------------------------------------|-------|----------------|-----------------|-----------------|-----------------------|
| Vision                               |       |                |                 |                 | X                     |
| Hearing                              |       |                |                 |                 | X                     |
| Push/Pull 10# >                      |       |                |                 | X               |                       |
| Push/Pull 10# <                      |       |                |                 | X               |                       |
| Lift/Carry 10# >                     |       |                |                 | X               |                       |
| Lift/Carry 10# <                     |       |                |                 | X               |                       |
| Sit                                  |       |                |                 | X               |                       |
| Stand                                |       |                |                 | X               |                       |
| Bend/Stoop                           |       |                | X               |                 |                       |
| Twist                                |       |                | X               |                 |                       |
| Crouch/squat                         |       | X              |                 |                 |                       |
| Kneel                                |       | X              |                 | X               |                       |
| Walk                                 |       |                |                 | X               |                       |
| Climb Steps/Stairs                   |       |                | X               |                 |                       |
| Reach <u>at</u> or above<br>Shoulder |       |                |                 | X               |                       |
| Reach below<br>shoulder              |       |                |                 |                 | X                     |
| Use of Arms                          |       |                |                 |                 | X                     |
| Use of Wrist                         |       |                |                 |                 | X                     |
| Use of Hands                         |       |                |                 |                 | X                     |
| Grasping/squeezing                   |       |                |                 | X               |                       |
| Operate foot controls                |       | X              |                 |                 |                       |

**Environment:**  Inside 85 % of time  Outside 15 % of time

**Hazardous Conditions:** Potential for exposure to airborne and bloodborne pathogens. Will be exposed to normal household chemicals.

**Equipment Used:** May include general office equipment, such as a computer, keyboard, telephone, camera, agency or personal or company vehicle, general cleaning supplies, and kitchen utensils/supplies.

The information contained herein is not intended to be an all-inclusive list of the duties and responsibilities of the job, nor are they intended to be an all-inclusive list of the skills and abilities required to do the job. Management may, at its discretion, assign or reassign duties and responsibilities to this job at any time. The duties and responsibilities in this job description may be subject to change at any time due to reasonable accommodation or other reasons. Hearts With A Mission is an At-Will and Equal Opportunity Employer. Staff signature below constitutes the staff's understanding of the requirements, essential functions and duties of the position.

Employee Name (printed): \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date \_\_\_\_\_

Supervisor Name (printed): \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date \_\_\_\_\_