



<b>Position Title:</b>	<b>Case Manager</b>
<b>Supervisory Responsibilities:</b>	<b>No</b>
<b>Budget Responsibilities:</b>	<b>None</b>
<b>Reports To:</b>	<b>Program Manager</b>
<b>FLSA Classification:</b>	<b>Exempt</b>
<b>Date:</b>	<b>June 2021</b>

### **POSITION SUMMARY:**

Identity Case Managers will be part of a dynamic, fast-paced, and result oriented team to provide wraparound services, and information to clients and/or their families. Case Managers will assess client needs and develop action plans to maximize client's success and well-being.

### **PRIMARY RESPONSIBILITIES:**

- Administers assessments, develops action plans based on assessment data and conducts follow-up surveys for each client.
- Creates and coordinates a mutually agreed-upon individual service strategy plan for each client.
- Connects their clients with needed services.
- Records client interactions, services, and events in a timely and proficient manner.
- Maintains organized and updated physical and electronic files on each client, including relevant documentation, signed forms, and releases.
- Follows protocols, data collection processes and observes HIPAA regulations to ensure recordkeeping is accurate and abides by confidentiality protocols.
- Attends and actively participates in required staff trainings, meetings, and presentations.
- Supports Identity's mission and values. Continually looks for ways to improve the organization and works in alignment with Identity's strategic goals.

### **SECONDARY RESPONSIBILITIES:**

- Participates in Identity's advocacy activities.
- Assists other program staff.
- Performs other duties as assigned, required, or needed.

### **EDUCATION AND EXPERIENCE:**

**At least one of the following, both preferred:**

- At least 3 years of experience working as a Case Manager or in a social services environment.
- Bachelor's Degree, preferably in Social Work, Sociology, or Psychology.

**GENERAL REQUIREMENTS:**

- Bilingual Spanish/English required.
- Must be able to pass a federal criminal background check and a Child Protective Services background check.
- Valid driver's license required and must meet Identity's driving record standard.
- COVID-19 Vaccination proof required.

**SKILLS AND ABILITIES:**

- Proficient in Microsoft Office, including Word and Excel, SharePoint, and Google Platforms.
- Strong verbal and written communication skills.
- Demonstrates independent judgment.
- Prioritizes and organizes multiple tasks to meet deadlines indicating good problem-solving skills, effective and efficient use of resources, and flexibility in working schedule.
- Maintains composure under pressure and promptly resolves urgent situations with patience and professionalism.
- Defuses situations with minimal disruption.
- Works collaboratively with diverse clients and staff at all levels.
- Practices with a strong code of ethics, integrity and fulfills obligations.

**WORK ENVIRONMENT:**

- Requires travel between sites such as office, home visits, school.
- Continuous sitting for prolonged periods, more than two consecutive hours in an 8-hour day interspersed with mobility.
- Keyboard use of greater or equal to 50% of the workday.
- Must be able to work a forty (40) hour workweek including occasional evenings and weekends. Regular schedule is Monday-Friday, 9:00AM-6:00 PM