



<b>Job Title:</b>	<b>Catholic Social Ministry Case Manager</b>	<b>Job Category:</b>	<b>Non-Exempt</b>
<b>Location:</b>	<b>Catholic Social Ministry Office Selma, AL</b>	<b>Travel Required:</b>	<b>Yes</b>
<b>Compensation:</b>	<b>Commensurate with qualifications and experience</b>	<b>Position Type:</b>	<b>Full-time</b>

**JOB DESCRIPTION:** Under general supervision of the Director of Catholic Social Ministry, the Case Manager provides case management along with service and resource coordination in a human services environment to clients that are low-income and in crisis or emergency situations. The position requires the provision of comprehensive, client-centered social work activities in accordance with best practices. Work will take place at the Center of Hope in Selma, AL and at the Good Shepherd Community Center in Mosses, AL.

## **ROLES AND RESPONSIBILITIES:**

- Client Service Provision
  - Reviews client applications and conducts in-person assessment and/or case management via appointments
  - Determines services and resource availability and awards financial assistance as appropriate in consultation with the Director
  - Works directly with supervisor for proper management and payment of services to landlords and utility companies
  - Assists Director as needed with group psychoeducation sessions or counseling
  - Manages documentation for organizational purposes; enters data into electronic system and prepares checks and documentation for monthly reports
  - Composes or prepares correspondence, case notes, narrative and technical reports, notifications, and related documents using computer-based applications.
  - Counsels clients and/or households to facilitate stabilization and advocacy in a manner to maximize client success and wellbeing
  - Tracks client needs regarding household items/furniture requests and oversees distribution of donated goods
  - Supports in the identification of households in crisis that may qualify for special programs associated with the Missions Development Office
- Community Outreach and Partnerships
  - Works with community partners to maximize assistance for clients.
  - Advocates on behalf of clients and families for services, basic needs, and other related issues to other community organizations
  - Stays abreast of community resources and procedures for referring clients to appropriate resources



- Collaborates with other areas of Missions work with youth and families to respond to individual or family needs or crises
- General Duties
  - Greet each client in an outgoing, dignified and friendly manner, utilizing active listening skills to identify each unique client need
  - For walk-in & phone management services, respond to client questions regarding clinic/program services, inform each department staff of client arrival when at the main lobby desk
  - Perform various clerical work that includes filing, copying, faxing, etc.
  - Clean and sanitize bathroom and lobby area as needed
  - Screen clients for services, schedule appointments and complete intake assessment duties as needed
  - Support quarterly with the development department appeals program.
  - Other duties and assumes other responsibilities as assigned by the Director

### **KEY CANDIDATE CHARACTERISTICS**

- Unassailable personal integrity and moral reputation
- Appreciation and respect for the Catholic Church and its teachings
- Understanding of and commitment to the concepts of “ministry” to the disadvantaged
- Team-oriented philosophy of work and management

### **REQUIREMENTS**

- Masters’ degree preferred and/ or Bachelors’ degree with major course work in social work, psychology or another field closely related field.
- At least two (2) years of experience in social case work, counseling, eligibility determination, social service or community resource referral, or closely related work.
- Ability to communicate effectively with a diverse audience.
- Knowledge of general interviewing practices and/or techniques; knowledge of social work and counseling practices and techniques, including crisis prevention and intervention.
- Must have experience with Microsoft Office Suite and the ability to work in online platforms.
- Position requires sitting and/or standing for extended periods of time, protracted concentration.
- Must possess a valid state issued driver’s license.

### **WORK ENVIRONMENT & PHYSICAL DEMANDS:**

- General office work environment
- Travel to rural sites to carry out client services
- May require hours outside of regular business hours to conduct Missions business. - There will be a standard work schedule Monday-Friday in which the employee will be scheduled to operate between the hours of 8:30 am to 6:00 pm. In order to carry out Psychoeducational duties some night and weekend hours may be scheduled.
- Must be able to regularly lift over 40 pounds