Position: Case Manager
Status: Full-Time
Reports To: Director of Programs

SUMMARY

The Case Manager provides aftercare case management to individuals who have successfully completed a program at Shepura Men's Center, Royal Pines, or Jessie's Place. Services are provided for a period not to exceed 12 months and focus on helping clients maintain stability, achieve independence, and successfully transition into the community.
The Case Manager assesses client needs, develops individualized plans, coordinates referrals, connects clients with community resources, and monitors progress. This position requires sound judgment, strong organizational and communication skills, and the ability to manage multiple cases and changing priorities while maintaining confidentiality and professional boundaries.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Conduct assessments to identify barriers related to housing, employment, mental health, substance use recovery, financial stability, transportation, legal issues, and other psychosocial needs.
- Develop and monitor individualized aftercare plans with appropriate goals, referrals, and follow-up activities.
- Provide ongoing support and education to clients regarding community resources, state and veterans' benefits, housing, employment, healthcare, and other available services.
- Coordinate referrals and maintain relationships with community agencies and service providers to support client stability and independence.
- Monitor client progress, identify barriers, and adjust case management services as needed.
- Encourage client accountability, self-sufficiency, and participation in achieving established goals.
- Maintain accurate and timely case notes, assessments, referrals, progress reports, and case closure documentation.
- Communicate effectively and respectfully with clients, coworkers, supervisors, and community partners.
- Maintain confidentiality, appropriate professional boundaries, and compliance with Mission policies and procedures.
- Provide appropriate referrals and resource information when clients complete or exit aftercare services.
- Manage multiple cases, deadlines, and competing priorities while exercising initiative, sound judgment, and resourcefulness.
- Participate in required meetings, training, and supervision, and perform other related duties as assigned.

QUALIFICATIONS

- Bachelor's degree in Social Work, Psychology, Counseling, Human Services, or a related field required.
- Master's degree preferred.
- Must possess or obtain an applicable specialized certification in substance use disorder counseling, consistent with applicable credentialing requirements.
- Relevant experience in case management, behavioral health, substance use recovery, or human services preferred.
- Relevant education, experience, references, supervised hours, examinations, background screening, and continuing education may be considered when evaluating qualifications and certification eligibility.
- Must possess a valid driver's license and maintain a driving record that meets Mission requirements.

SKILLS AND ABILITIES

- Strong written and verbal communication skills.
- Effective assessment, problem-solving, organizational, and time-management skills.
- Ability to manage multiple cases and adjust priorities as needs change.
- Knowledge of community resources and referral services.
- Ability to work independently and collaboratively while exercising sound judgment.
- Ability to handle sensitive situations professionally and maintain appropriate client boundaries.
- Ability to maintain accurate records and protect confidential information.
- Ability to communicate respectfully with individuals from diverse backgrounds.

CORE COMPETENCIES

- **Client-Centered Service:** Demonstrates empathy, respect, and professionalism when supporting clients with diverse needs.
- **Assessment and Planning:** Identifies client needs, establishes goals, and develops appropriate aftercare plans.
- **Resource Coordination:** Connects clients with community services, benefits, housing, employment, and recovery resources.
- **Communication and Collaboration:** Communicates effectively with clients, Mission staff, and community partners.
- **Problem-Solving and Judgment:** Evaluates challenges, identifies solutions, and makes sound decisions within established guidelines.
- **Organization and Accountability:** Manages multiple cases, prioritizes responsibilities, and completes follow-up activities and documentation timely.
- **Confidentiality and Professional Boundaries:** Protects client information and maintains appropriate professional relationships.
- **Client Advocacy and Empowerment:** Encourages self-sufficiency, personal responsibility, and progress toward long-term stability.
- **Adaptability:** Adjusts priorities and case management approaches in response to changing client needs and organizational requirements.

This job description outlines the primary duties and qualifications of the position but is not intended to include every responsibility. Duties may be modified based on organizational needs.