

The Montgomery Area Family Violence Program, Inc.
dba Family Sunshine Center

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| Position Title: | Case Management Coordinator |
| Reports to: | Residential Supervisor |
| Status: | Full-time, Exempt |
| Work Site: | Emergency Shelter, Exodus Transitional Housing Community |
| Summary: | The Case Management Coordinator will supervise residential case management staff and oversee assessments, determine eligibility, assist in developing individualized case plans, and link families with community-based housing and service resources. |

Responsibilities

1. Assign Case Managers to families to implement case plans and monitor service delivery ensuring that the client, family, and service providers are engaged in activities related to the case plan; evaluate completion of services.
2. Supervise residential Case Managers, Child Advocates, interns, and direct service volunteers.
3. Coordinate and participate in weekly case review sessions with other key residential staff.
4. Ensure clients comply with all program guidelines and procedures, and coordinate write-ups and formal warnings with the Residential Supervisor.
5. Provide case management for shelter and transitional housing clients to include, but not limited to, crisis management, case options counseling, client budgeting, education about domestic violence and sexual assault, linkage to community resources, crisis call management, and victim shelter assessments.
6. Coordinate weekly medical clinic with case managers and community resources.
7. Provide continual training and development for case managers (i.e., trauma informed care, policy and procedures, etc.) in accordance with FSC policy.
8. Provide crisis intervention services as needed, including determining when it is necessary to involve other staff, administration, or the authorities.
9. Maintain casework system and files, including providing statistical data and other information as needed by the Residential Supervisor, Grants Coordinator, or Deputy Director.
10. Complete monthly audits on Shelter and Exodus case files to ensure compliance with ACADV, ACAR, MACH, ESG, and HUD standards.
11. Assist Residential Supervisor with monitoring financial assistance and approving payment of expenditures.
12. Assist Residential Supervisor with daily functions, including but not limited to, addressing client grievances, assessing case management performance, coordinating community meetings and logistics, and ensuring residential services meet FSC standards.
13. Maintain a supportive atmosphere among clients and staff in Shelter and at Exodus.
14. Provide advocacy on clients' behalf.
15. Keep updated on relevant issues and new programs available for homeless and low-income individuals.

16. Conduct or assist staff in conducting intakes, including reviewing required paperwork with new clients, and providing client orientation presentations. Also, answering phones and doors, handling crisis calls, and other duties necessary to maintain efficient residential services.
17. Determine, schedule, implement, and evaluate workshops of interest to the clients (at least four support groups and eight other group meetings per month).
18. Maintain program knowledge and assist the Residential Supervisor in coordinating related program grants and reporting requirements.
19. Submit complete and accurate client data, statistical reports, and evaluations, on a timely basis, and comply with other reporting requirements as required by agency policies and procedures.
20. Perform other duties as assigned.

Qualifications

Bachelor's degree in social work or other social services field with at least three (3) years of experience in social service field; supervisory experience preferred.

Knowledge, Skills and Abilities

- Ability to maintain poise and self-control in critical and high intensity crisis situations;
- Ability to communicate with and be sensitive to the needs of people of various backgrounds;
- Knowledge of trauma-informed best practices;
- Motivational interviewing skills;
- Ability to determine and prioritize appropriate victim services;
- Exhibits excellent interpersonal and leadership skills;
- Knowledge of current social and economic problems and the way these problems affect families and individuals;
- Ability to identify and use community resources;
- Ability to focus and prioritize multiple projects simultaneously and meet deadlines;
- Ability to develop and maintain effective working relationships with other agencies and to be cooperative in managing referrals;
- Makes good use of time and acts professionally and responsibly in all work areas;
- Exhibits strong verbal and written communication skills;
- Strong computer skills in current Microsoft 365 applications to include Outlook, Word, Excel, and PPT.

Travel Requirements:

- Ability to travel to regional and national conferences as needed.
- Reliable car and valid Alabama driver's license and automobile insurance required.

Physical Demands:

Ability to climb stairs and lift light boxes and materials as needed.

I have received, reviewed and fully understand the job description for Case Management Coordinator. I further understand that I am responsible for the satisfactory execution of the responsibilities described therein, under any and all conditions as described.

Employee Name

Date

Employee Signature