

# Jewish Renaissance Foundation

## Job Description

<b><u>Title:</u></b>	Lead Case Manager
<b><u>Status:</u></b>	Full-time/Salaried/Non-Exempt – Grant Based 1 Year
<b><u>Program/Dept:</u></b>	Family Assistance Center (FAC) / Community & Family Services
<b><u>Reports To:</u></b>	Director of Community & Family Services
<b><u>Salary Range:</u></b>	\$33,000-\$35,000/Annually
<b><u>Revised/Post Date:</u></b>	08//2020

### **Service Summary:**

Serve as the Lead Case Manager for the FAC at the Jewish Renaissance Foundation (JRF). This position is chiefly responsible for the following core functions and performs other tasks as needed:

- Oversight and Supervision – Americorps Members
- Assessment of Participant & Community Need
- Community Partnerships
- Record Keeping, Data Entry and Reporting (EmpowOR)
- Planning and Evaluation
- Communication and Service Coordination
- Advocacy

*Please note: Based on current COVID-19 impacts on our community, and the nation as a whole, and in an effort to ensure safety, the responsibilities outlined below will be conducted in a hybrid mode, both in-person and remote.*

### **Responsibilities:**

- Supervise, instruct and guide all Americorps Members assigned. Approve task sheets, electronically sign service hours and provide mentorship creating a meaningful service experience.
- Work with Agency Data Coordinator to ensure statistics are captured correctly and reflect service delivery.
- Register participants and records, collects, and stores all pertinent documents and information, e.g. the case management assessment tool, the general release of information forms, budget forms, vital documents, service provision, case notes, etc. Enter all required data in to EmpowOR.
- Has ability to utilize, handle, maintain and dispose of all communications, documentation and information, whether written, verbal or electronic, to ensure highest standards of confidentiality are maintained. Abide by generally accepted case management principles and HIPPA regulations regarding confidentiality and release of information.
- Conduct, administer and assess using standardized case management instruments.
- Convey JRF's core values and case management principles; establishes boundaries and expectations related to service standards, participation levels and guidelines for the participant/family.
- Assures completion of the case management assessment and budget form by the second visit and monitors the progress throughout the family's involvement with FAC.
- Create short term plans (up to 6 months) for each participant utilizing agency and other available resources.
- Meet with supervisor, Director of Community Family Services, 1 time per week at a minimum for case discussion and initial check request approval(s).
- Regularly attends monthly case management meeting to discuss and share issues or concerns, particularly regarding the hardest-to-serve families; works collectively to develop improved support strategies for inside and outside of the home; and ensures appropriate services and interventions are producing positive results using ROMA service provisions and National Performance Indicators (NPI).
- Perform audits on case files and assist with confirming and collecting information for reporting. Submit monthly administrative reports including quick statistics and newsletter articles.
- Attends all team meetings, staff meetings, committee meetings, trainings and other mandated agency-wide meetings.
- Performs other work-related duties and special projects as needed or assigned.

### **Qualifications:**

- Bachelor's degree in Social Work, Psychology, and/or a similar field at least three (3) years' experience in social service, preferably in work related with the delivery of family assistance and/or case management.
- Proficient knowledge of Microsoft Office products, specifically Word, Excel, Access, Outlook and PowerPoint
- Experience in assessing and documenting needs for participants experiencing emergency situations.
- Must be compassionate, empathetic and have good facilitation and communication skills.
- Well organized and able to respond quickly and effectively to participants in emergency circumstances.
- Acclimate to policy changes and responsibilities.
- Take initiative and be able to work in a team setting and independently.
- Culturally sensitive considering our responsibility as a Community Action Agency to commit ourselves to the health and well-being of all, and to address systems and structures that will dismantle disparities and social determinants.
- Preference to candidates fully fluent in Spanish and/or Asian-Indian languages; and/or strong knowledge of the cultural dynamics of Middlesex County's diverse population.
- Preference for candidates with solid familiarity of the social service network in Middlesex County.