



## Job Description

### CASE MANAGER NEEDED FOR NON - PROFIT (Gainesville, FL)

**Compensation** \$20.00/hr + Benefits

**Employment Type:** Full-Time

### Non-Profit organization

**JOB SUMMARY:** Provides Case Management and appropriate supportive services men and women in our prevention program. The Case Manager formulates case plans that promote moving towards self-sufficiency.

### DUTIES AND RESPONSIBILITIES:

#### Application Process:

- Completes an initial assessment to ensure individual/family is good fit for the program.
- Works with clients to ensure short- and long-term goals are being met.
- Provides Supportive services

#### Case Plan:

- Develops a comprehensive client-driven case plan with both short-term and long-term goals identified.
- Completes a timeline and measures for each goal
- Monitors progress towards goals in regularly scheduled weekly sessions
- Evaluates and adjusts case plans as needed and provides written warnings with consequences if satisfactory progress in not being met
- Empowers clients to become involved in their own planning and goal setting
- Refers clients to appropriate resources to assist with meeting goals
- Assures that specific HUD program goals are consistently being met and provides extensive case work to foster transition from homelessness to permanent housing

#### Record keeping and Reporting:

- Maintains client files to include conversations, warnings, progress towards goals and documentation of any incidents
- Report critical incidents immediately to the Executive Director
- Collects data necessary to meet funding requirements and statistical reports
- Completes the daily bed log, capacity reports, case management logs, turn-away reports and termination reports in a timely manner

#### Property Management:

- Assures the safety of each property through frequent tours of the facilities inspecting for any hazards or repair needs
- Reports any hazards to the Director for immediate attention; communicates with client service to ensure safety for the residents

- Monitors the performance of client service and provides coaching to improve their ability to manage situations during off-hours
- Assures that client receives all the training necessary to meet their job expectations

**Teamwork and Collaboration:**

- Participates in company meetings and commits to group decisions
- Role model effective team behaviors
- Demonstrates effective communication skills in building relationships with all client service and employees
- Creates good working relationships with local welfare administrators and other area service providers and support groups to facilitate the access to the area resources for the clients
- Substitutes for other staff when need arises

**Values and Culture:**

- Treats all clients, visitors and employees with caring, kindness, respect and dignity
- Maintains strict confidentiality of all information
- Adheres to the politics in the use of computer technology and all telecommunication devices

**Core Job Requirements:**

- Computer skills including Microsoft Word and Excel with the ability to learn new programs
- Experience in Human Services and with a variety of populations
- Ability to solve problems, make decisions, resolve conflicts and LISTEN
- Ability to deal calmly to crisis situations
- Strong interpersonal skills with the ability to be compassionate and firm and always maintain confidentiality
- Knowledge of community resources
- Ability to be flexible

**Behavioral Competencies:**

- Accountability
- Adaptability and Flexibility
- Conflict Resolution
- Counseling Skills
- Honesty/Integrity
- Persuasion
- Teamwork and Collaboration

**Education:**

- Bachelor's Degree in Psychology, Counseling, or Human Services a must
- Human Services Experience Preferred
- Must be able to pass drug test and background check

**Full-time work week**

**Job Type: Full-Time**

**Pay: \$20.00/hr + Benefits**

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