



## Job Description

**Job Title:** Case Manager  
**Reports To:** Program Manager  
**FLSA Status:** Non-Exempt

### DESCRIPTION

The case manager is responsible for providing case management services to at-risk individuals and families. The individual who assumes this position will work collaboratively with his or her supervisor to coordinate and monitor the assessment, treatment planning process and follow-up of clients, serving as an advocate and liaison for and on behalf of clients' rights and benefits. The case manager's duties will be inclusive of but not limited to the following:

### ESSENTIAL DUTIES AND RESPONSIBILITIES

#### Essential Functions/Activities:

1. Conduct client intakes and assessments for the purposes of evaluating, facilitating and monitoring services and clients' progress in relationship to established goals and objectives.
2. Interview clients with problems such as personal and family adjustments finances, employment, food, clothing, housing, and physical and mental impairments to determine nature and degree of problem and determine relevant resources.
3. Develop client treatment plan. Monitor treatment plan follow-up, inclusive of all services provided clients.
4. Maintain current and accurate case files.
5. Assist individuals and/or families in budgeting to encourage and train client to develop responsible usage of funds.
6. Provide advocacy and outreach in a collaborative effort with participating agencies to provide assistance in the development of clients' emotional, economical, and physical health.
7. Facilitate community resource availability based on client needs to assure maximum social integration.
8. Aid clients in the formation linkages between relevant agencies and organizations.
9. Make regular home visits as appropriate to determine level of coping skills related to home management, i.e. clients' needs and progress.
10. Secure information such as medical, psychological, and social factors contributing to clients' situation, and evaluate these and clients' capacities.
11. Help clients to modify attitudes and patterns of behavior by increasing understanding of self, personal problems, and clients' part in creating.
12. Assist clients to obtain benefits (e.g. SSI, Medicaid, SSB, Medicare).
13. Provide crisis intervention for assigned caseload.
14. Conduct regular individual and/or family counseling sessions to determine clients' needs and progress.
15. Address clients' needs and progress promptly and follow-up to ensure that appropriate services are delivered.
16. Provide social work treatment relative to professional social work ethics and other behavioral dynamics such as psychology and vocational training.

17. Submit required weekly/monthly/annual reports to supervisor in a timely manner, i.e. monthly schedule, mileage, expenses, etc.
18. Attend inter-agency staff meetings, trainings/presentations, case management meetings, and case consultations as required.
19. Represent Travelers Aid Society in a manner, which displays the integrity of the program and social work professionalism.
20. Must maintain confidentiality of employee, client, and other information at all times.

**Must also possess the following:**

1. Must have cell phone available for work.
2. Must have reliable transportation and proof of automobile insurance.
3. Must be familiar with the geography and demographics of the Metro-Detroit Area.

**Documentation:**

1. Implement efficient tracking systems to ensure case management deadlines are met.
2. Maintain current, accurate case management files.
3. Compile statistics and narratives as requested by Supervisor.
4. Work with Program Supervisor to ensure timely and accurate completion of required reports.

**Intra-Agency Relations:**

1. Collaborate via referral with other human services agencies to address clients' needs.
2. Participate in community activities when needed.
3. Help develop meaningful relationships with other agencies through visits, phone contacts, attending events pertinent to case management.
4. Represent Travelers Aid society of Metropolitan Detroit in a professional and positive manner at all times.

**Inter-Agency Relations:**

1. Attend and participate in staff meetings, trainings/presentations and case management meetings, as required.
2. Represent Travelers Aid Society of Metropolitan Detroit in a professional and positive manner at all times.
3. Interact with TASMD staff members to achieve agency goals and objectives.

**Professional Growth and Development:**

1. Pursue professional development opportunities for the purpose of self-enhancement.

**Education and/or Experience:**

1. Bachelor's degree in social work, psychology, and any other behavioral science field; two-years' related Experience and/or training; minimum one-year of experience in the counseling and provision of ancillary services to substance abusers, homeless, or clients from other disadvantaged populations; or equivalent combination of education and experience. Social Work licensure issued by the State of Michigan, or must obtain within agency's timeframe.

**General Qualifications:**

1. Must have good interpersonal, oral, organizational, and written skills.
2. Ability to work effectively in a team environment.
3. Must have the ability to multi-task while demonstrating good time management techniques.