



## **Heading Home**

**Job Title:** Case Manager

**Hours:**

Exempt  Non-Exempt

### **Position Summary:**

This case manager will work specifically with families at Heading Home. The case manager will provide intensive case management services to 15 to 20 families.

### **Essential Duties & Responsibilities:**

- Provides intensive case management and services coordination, focused on housing stability
- Monitors parents' protective capacities and models appropriate parenting
- Determines clients' needs by conducting Family Needs Assessments and individual service plans
- Assists clients with securing appropriate resources for mental health services and treatment and substance use management
- Provides benefits counseling and advocacy
- Responsible for connecting clients to other affordable housing opportunities to ensure a smooth transition at the end of the 24-month period
- Assists clients with money management and other independent living skills training and assistance
- Connects clients to education and vocational training as well as career/job counseling and development
- Maintains clients' records
- Communicates clients' progress by participating in weekly interdisciplinary meetings and evaluations
- Attends Family Centered Meetings (FCM) and court hearings as needed
- Prepares clients' discharge by reviewing and amplifying discharge plans; coordinating discharge and post-discharge requirements; providing resources.
- Responsible for keeping timely DAP notes in FAMCare
- Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks

### **The responsibility of all Heading Home employees includes the following:**

- Always represent and promote Heading Home in a positive and professional manner.
- Maintain good attendance and punctuality in keeping with Heading Home Policies.
- Attend all staff and organizational meetings as required.
- Observe and practice safe work habits and practices in compliance with regulations, statutes and organizational policies.
- Maintain client, resident, guest and organizational confidentiality in compliance with organizational policies and procedures.
- Read, understand and comply with all guidelines of the Heading Home Employee Handbook.

**Qualifications:**

Must have excellent written communication skills in order to complete all required documentation and effectively communicate client progress. Applicants with specialized training in client engagement, motivational interviewing, conflict resolution, harm reduction, early childhood development and trauma informed care, are preferred. Applicants should enjoy connecting with children. Working knowledge of the Housing First model is required. Prior experience in working with families required.

**Education and/or Experience:**

This position requires a degree in Social Work, Education, Counseling, Psychology, Sociology, Criminal Justice, Family Studies or a related degree and one year of any combination of experience.

**Skills:**

- Excellent computer and keyboarding skills.
- Experience in running meetings and delegating tasks.
- Ability to communicate effectively both orally and in writing.
- Ability to maintain positive interpersonal skills across a broad range of professional situations.
- Ability to meet deadlines.
- Knowledge of Microsoft Word, Excel, PowerPoint, and Outlook.
- Knowledge of area service providers and community resources.
- Knowledge of similar community programs.
- Ability to communicate effectively orally and in writing.

**Other Requirements**

- Valid New Mexico driver's license and reliable transportation.
- Ability to navigate stairs, ladders, ramps and uneven terrain.
- \*CPR/ First Aid Certification or ability to become certified within 30 days of hire.

This job description does not constitute an employment agreement between the employer and employee. This document is subject to change by the employer as the needs of the employer and requirements of the job change.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Family Case Manager

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Housing Director