

**Transitional Living or Supported Community  
Living -Case Manager  
Location – Samaritan Center-Vero Beach  
Hours – Full-Time (37.5 Hours)**



## **Job Description**

Reports to: Operations Manager

Supervises: None

FLSA Status: Non-Exempt

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Obtains a comprehensive psycho-social history/family assessment as part of the admission process for new residents.
- Serves on admission's committee and assists in making a determination as to the eligibility of the client family.
- Identifies the specific and/or special needs of each member of the client family and collaborates with them to develop a family service plan.
- Develops a life skills program to assist clients in learning basic life skills.
- Facilitates quarterly parenting program.
- Make available other community services for Samaritan Center clients by scheduling programs, trainings, presentation, etc. that would be beneficial to the client families.
- Becomes familiar with the social services agencies in Indian River and surrounding counties to ensure appropriate client referrals.
- Meets with each client weekly to provide case management services, service plan review, updates referrals for financial and medical programs, education or job training, permanent housing, transportation, etc.
- Implements the orderly transition of residents from the shelter setting to a supervised independent living arrangement at the time of discharge from Samaritan Center and provides the aftercare services.
- Oversees the "After Care" program including follow-up emails, telephone calls, home visits on-site and all recordkeeping.
- Shares the on-call visits responsibilities with the Assistant Program Administrator.
- Coordinates (personally and by phone) interventions with other community service providers.
- Attend case conferences, staff meeting, and in-service educational presentations.
- Maintains Client Track records and statistical report necessary to achieve goals and accountability.
- Ensure that the closed records are in order and complete.
- Meets weekly with the therapist team and coordinate the case management efforts with the therapeutic process to develop a strong clinical approach in reaching and assisting clients as they progress through the Samaritan Center program.
- Participates and functions as a member of the treatment team; leads weekly meeting or therapist team.
- Leads weekly meetings with the resident group.
- Participate in regular staff meetings to evaluate the progress that is being made in accomplishing individual as well as programmatic goals.

- Assist Program Administrator with program evaluation studies regarding admissions, /referrals/discharge of residents; services rendered; policies and procedures; community needs and other aspects of the program and its services.
- Acts as liaison with the public and community agencies requesting information or tour of the facility.
- Attend community meeting as requested by the Program Administrator.
- Performs administrative duties, according to existing policies and procedures as delegated.
- Attends training sessions as determined by needs outlined in annual evaluation.
- Participates on a CQI team.

## **QUALIFICATION REQUIREMENTS**

- Bachelor's degree in social work or related field
- 1-3 years of experience preferred.
- Familiar with residential settings.
- Available for evening hours which is required to adequately provide needed services to client population.
- Ability to function as part of an interdisciplinary team.
- Knowledge of community social service resources.
- Ability to seek out and develop resources for the clients and coordinate an effective case management plan.
- An Understanding of psycho-social principles, theories and methodology regarding human behavior, motivation, and techniques necessary to fulfill professional responsibilities.
- Ability to express ideas and recommendations clearly and concisely both orally and written.
- CPR certified.
- Knowledge and support of Catholic Social teaching.
- Florida driver's license and excellent driving record.
- Excellent and professional telephone manners, interpersonal skills, confidentiality.
- Ability to work effectively with employees, department heads, representatives of other agencies and the public.
- Ability to multi-task, work independently and make responsible judgment calls.
- Computer literate; Microsoft Word and Excel, email, and internet usage.
- The ability to establish a respectful relationship with the people served to help them gain skills and confidence.
- Ability to understand the needs of the client and respond accordingly.
- The ability to work as a team player and collaborate with other personnel and/or service providers or professionals.
- Possess a valid Florida driver license.
- Ability to work irregular hours.
- Excellent and professional telephone manners, interpersonal skills, confidentiality.
- Ability to work effectively with employees, departments heads, representatives of other agencies and the public.
- Ability to multi-task, work independently and make responsible judgment calls.
- Computer literate; Microsoft Word and Excel, email, and internet usage.

## **Physical Requirements:**

- Occasional light lifting and carrying of under 15 pounds.
- Occasional moderate carrying and lifting of 15 – 44 pounds.
- Frequent use of both hands and fingers (i.e., typing)

- Frequent extended periods of sitting.
- Occasional periods of standing, kneeling, and climbing.
- Occasional ability to distinguish basic colors (i.e., graphics)
- Occasional time spent working closely with others.
- Work hours are regular; however, the job demand may require extended hours from time to time.
- Work involves sitting, standing, walking, bending stooping, occasionally carrying, and lifting heavy objects and other normal office activities.

**The above is intended to describe the general context of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements.**