



## **Women's Services Case Manager**

Full-time, Salaried

### **Position Summary:**

The Catherine McAuley Center Staff provide a safe, welcoming, environment to help individuals become engaged and take an active role in building a better future through innovative services. The Women's Services Case Manager provides individual case management in a female responsive environment to women residing in transitional & supportive housing and participants in other support services while developing and maintaining community connections with other services providers and community initiatives. This position has an option to work from home on a limited basis and requires supervisor approval.

### **Accountability:**

The Women's Services Case Manager is accountable to the Director of Women's Services.

### **Qualifications:**

- BA degree in social work or human service related field and two years of experience.
- Experience working with the female population, the homeless, and/or those experiencing co-occurring disorders.
- Valid driver's license and proof of insurance required.
- Demonstrate empathy regarding woman's individual history and experiences.
- Understanding of mental health diagnoses, addiction, substance abuse trends and dual diagnosis and apply relevant and appropriate interventions.
- Understanding of short and long term impact of trauma and its connection with resiliency in women's lives.
- Flexibility and ability to handle stress in new or undefined situations to meet client and agency needs.
- Strong organizational skills with ability to prioritize projects and tasks.
- Ability to maintain confidentiality concerning volunteers, clients, students, staff and agency business.
- Excellent written and verbal/oral communication skills.
- Strong interpersonal skills and ability to work effectively with others as part of a team and in collaboration with community providers.
- Knowledge of community resources and ability to connect women to appropriate services to meet their needs.
- Ability to work with minimal supervision, take initiative, and manage multiples projects with changing priorities through strong organizational skills.
- Computer skills, including experience with Microsoft Office Suite and databases, and/or ability to learn new software and systems.
- Commitment to the CMC mission and the values of the Sisters of Mercy.

### **Responsibilities:**

#### **Case Management**

- Serve as the Case Manager for Housing residents and facilitate weekly/biweekly individual case management meetings with residents and clients.
- Work effectively with residents to identify individual goals and assist residents with obtaining goals.
- Assess resident's needs and capacity to access community resources and provide appropriately scaled support to community resources.
- Complete necessary documentation and maintain client files.
- Implement crisis management skills as needed to address client's emergency needs.

- Address interpersonal conflicts and issues individually and within a group to effectively resolve conflicts in order to maintain a safe, respectful living environment.
- Perform duties as part of the On-Call rotation.
- Assist with interviewing, admitting, assessing, and transition planning and implementation.
- Provide transportation support to clients as needed.
- Access community partners and/or utilize curriculum to meet resident's needs.
- Assist residents to transfer information from group setting to individual setting.
- Promote empowerment by supporting resident-led initiatives and volunteer projects.

### **Public Relations**

- Provide information to potential residents, volunteers, and community members about the services that Catherine McAuley Center offers.
- Collaborate with other service providers in specified initiatives (Veteran's Stand Down, Point in Time, etc.).
- Assist with CMC fundraising and promotional activities as needed.

### **General Agency Duties**

- Be able to explain CMC program information to students, clients, residents, volunteers and others in the community.
- Present a positive image of the Center and its programs.
- Provide direction, guidance and support to volunteers and interns as relevant to role, foster relationships with, and show appreciation for volunteers with whom you are in direct contact.
- Contribute to the CMC newsletter, board/committee reports and other public information activities as needed.
- Assist with CMC fundraising efforts and serve on event committees as needed.
- Maintain clean and organized facilities including the storage and archives.
- Assist with the shared staff responsibilities for security of the clients/volunteers and building.
- Perform other duties as requested/assigned.

### **Physical Work Requirements**

- While performing the duties of the job, the employee is regularly required to talk and hear.
- The employee is regularly required to stand, walk, sit for extended periods of time, work at a computer, and engage in repetitive hand and/or wrist movements.
- The employee occasionally lifts and/or moves up to 40 lbs.
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

I have read the job description and understand the responsibilities I am assuming in accepting this position.

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date

Date established: 4/91 Revised: 3/24