

## **Florence Crittenton Services Position Description**

**Job Title:** Case Manager

**Department:** Residential Maternity

### **General Description of Duties:**

Case Managers are responsible for supporting clients in remaining compliant to service plan as agreed upon by Treatment Team. Responsible for conducting orientation for new clients to introduce them to the programming and structure of group living. Counsels and supports clients. Facilitates group meetings and classes with clients. Assists in program development by introducing new curricula or innovative activities and ideas into the structure. Utilizes crisis intervention skills. Maintains house security during working hours by admitting and supervising authorized visitors and clients. Coordinates and manages implementation of safety procedures. The Case Manager will work with and carry out directions from Treatment Team to best meet client needs as outlined in that plan.

### **Line of Authority:**

The Case Manager reports directly to the Residential Director.

### **Job Classification:**

Full time, non-exempt

### **Specific Duties and Responsibilities:**

- 2<sup>nd</sup> shift 3pm – 11pm
- Participates in weekly Treatment Team clinical meetings to assist in development, implementation and revision of individual treatment plans; monitors progress toward treatment goals
- Works with the client on a day-to-day basis using professional judgment and discretion to implement the team-determined Treatment Plan
- Counsels and supports clients around issues of daily living to include, but not limited to chores, relationships, activity involvement and healthy pregnancy within area of expertise and limits of credentials; assures procurement of additional services as needed
- Consults and cooperates with community systems with the focus on attaining treatment goals
- Organizes and supervises individual and group chore programs; conducts daily room and chore checks to ensure satisfactory completion
- Ensures clients follow program guidelines, rules and regulations at all times.
- Responds to clients' medical symptoms and/or needs by following clinic instructions, administering medication, transporting and escorting into the hospital.
- Intervenes in problem behaviors by utilizing crisis intervention and redirection skills
- Documents all activities occurring and any new information disclosed on a client by client basis each shift, maintaining client and program records in accordance with applicable standards and regulations, grant requirements, etc.

- Provides supervision of clients in dining hall during meals
- Transports clients in agency vehicles to various appointments, court proceedings, etc.
- Participates in a minimum of 24 hours of continuing education activities annually
- Attend meetings as appropriate and meet regularly with supervisor to exchange pertinent information and receive supervision
- Works with supervisory assistance evaluating possible courses of conduct and making decisions where there is no opportunity to seek supervisory assistance
- Works together as a team with other Direct and Non-Direct Service staff
- Maintains professional ethics as outlined in the NASW code of ethics
- Other duties as assigned

**Minimum Qualifications/Requirements:**

- Experience in residential care or related human services area
- Strong interpersonal and organizational skills with a customer-focused attitude
- Ability to be sensitive to and understanding of the unique needs of the client population served
- Ability to read and comprehend information regarding pregnancy and childbirth
- Excellent customer service skills
- Must be able to work as part of a team
- Must be available to work 2<sup>nd</sup> shift 3pm-11pm
- Must be CPR certified within 30 days of hire
- Commitment to Florence Crittenton Services' mission, goals and values

**Education:**

Bachelor's Degree in Psychology, Social Work, Sociology, Family/Consumer Sciences, Child Development, Substance Abuse, mental health, human services, Education, Criminology, Counseling, and at least one year of experience in residential care.

**About Florence Crittenton Services:**

Founded in 1903, Florence Crittenton Services of North Carolina is a non-profit organization that provides comprehensive health, educational and social services for single, pregnant and non-pregnant adolescents, women and their families. FCS provides programs and services in a residential setting for pregnant adolescents and adults, ages 10-41, teen mothers and their babies who are in the foster care system and females aged 16-21 who are transitioning out of the foster care system.

**How to apply:**

Email a cover letter and resume to [alee@fcsnc.org](mailto:alee@fcsnc.org). Include a comment as to why Florence Crittenton Services is of interest to you.

**Florence Crittenton Services is an Equal Opportunity Employer.**

