



Catholic Family Center is seeking a **full time, Case Manager** in our Restart Residential program.
Work Schedule: Monday – Friday, 8:00 am – 4:00 pm

LOCATION: Newark, NY

General Description

Under general supervision, provides intake and case management services. Maintains confidentiality and ethical standards as identified by the NYS Education Department, NASW or other relevant governing bodies.

Special Requirements

- Must have a valid and clean NYS Driver’s License. Must have a reliable vehicle and be willing to transport program participants

Essential Duties and Responsibilities

- Maintains a caseload of clients and maintains their case files in accordance with Agency, departmental, regulator and funder guidelines.
 - Assesses new program referrals at various sites within the community including but not limited to DHS, emergency rooms, Adult Protective Services, detoxification or inpatient programs. Completes required intake paperwork.
 - Completes relevant screenings and assessments such as but not limited to psychosocial, mental health, financial status, and employment status.
 - Creates, implements, and monitors comprehensive safe care plans and goals.
 - Visits Clients at treatment center, program site, home or work site as appropriate to the individual plan of services to accomplish stated duties, assist the client in stabilization and engagement in treatment and other needed services.
 - Assists in obtaining support for clients to include but not limited to home care, medical, dental, legal, Department of Social Services (DSS), Child Protective Services (CPS), housing (short and long-term) and clothing needs.
 - Assures communication and coordination of health and mental health care.
 - Assists in discharge planning to assure a safe transition whether planned and unplanned.
 - Facilitates transportation and/or transports client to relevant appointments, activities or meetings to include DHS Housing and apartment viewings. Accompanies individuals to appointments as required.

- Assist the client in understanding and meeting expectations of service providers, courts, landlords, and employers.
- Inform clients of opportunities for social support such as recreation, faith based, or self-help involvement. Make available tickets, transportation, and financial assistance where appropriate.
- May deliver instructions in various topics that support client's ability to live independently.
- Conduct meetings with friends and family of clients to help with their understanding of how to assist in meeting client needs and the delivery of their care.
- Collaborates with referring agencies, funders and all related internal staff to effectively support individual client needs.
 - Maintains regular contact to coordinate client benefits and address all other treatment needs.
 - Reports to service providers about significant individual behavior or events that will require an immediate response.
 - Acquire concrete resources to meet individual needs.
 - Complete letters of requests/referral forms, and other required documents of eligibility or charitable organizations and public agencies to advocate for resources that the client is entitled or eligible for.
 - Knowledgeable about community housing resources and able to link clients to these opportunities and services.
 - Makes referrals for housing, education, employment, and civil legal issues regarding entitlements, eviction, credit and debt, custody and visitation, child support enforcement or modifications, and orders of protection.
 - Document need for financial assistance or other resources such as wrap around from the project to stabilize client finances. Negotiate adjustments in recoup of overpayment, child support, and restitution of judgments that are reasonable and affordable.
 - Maintain all documentation using databases and on-line platforms in accord with the agency and appropriate regulatory standards.

Qualifications

Education: Bachelor's Degree in Social Work, Human Services or related field preferred. Equivalent combination of education and experience will be considered.

Credentials: Valid and clean NYS Driver's License. Must have a reliable automobile and be willing to transport program participants. The following credentials and/or licensures may be required: CASAC- T, CASAC, LMSW, LCSW, NCCC, LMHC, CRC, RN, PhD or Case Manager certification Recovery peer advocate training also preferred.

Experience: Minimum two years of experience with case management and community outreach in areas such as but not limited to persons affected by alcohol and other drug abuse, prison re-entry, geriatrics, mental health, and refugees preferred. Knowledge of Medicaid, Social Security, and legal systems helpful. May require performance of duties in various

community locations and community settings that may not be handicapped accessible.

Physical Demands/Work Environment: The physical demands/work environment 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.

While performing the duties of this job, the employee is frequently required to sit, talk, hear, stand, walk, use hands to type and/or perform light lifting. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus. The noise level in the work environment is usually quiet.

Compliance: Adheres to all applicable federal and state laws and regulations including, but not limited to, those governing confidentiality, privacy, program, billing and documentation standards. All duties must be performed in accordance with CFC's corporate compliance program.

Note: The above description is illustrative of tasks and responsibilities. It is not meant to be all inclusive. Employees will follow other instructions and perform other related duties as required.

Candidates interested in applying may do so online:

<https://www.cfcrochester.org/about/careers-at-cfc>

OR, cover letters/resumes may be submitted to HASpencer@cfcrochester.org

*Catholic Family Center is an Equal Opportunity Employer and Prohibits Discrimination and Harassment of Any Kind.