



### Case Manager

<b>Position:</b>	Case Manager	<b>IT Equipment:</b>	iPad/tablet, laptop, two-way secure communication device, headphones, Cell Phone (if applicable).
<b>Reports To:</b>	Lead Case Manager	<b>Licenses or Certificates:</b>	Valid Driver’s License, First Aid/CPR; Nonviolent Crisis Intervention Certification.
<b>Payroll Status:</b>	Regular Fulltime Non-Exempt	<b>Software:</b>	Email, Share Point, Microsoft Office, UC Portal, others as needed/required.
<b>Supervises:</b>	none	<b>Allowances:</b>	Cell Phone, mileage reimbursement if applicable

#### JOB SUMMARY:

The Case Manager is responsible for identifying and vetting familial options for reunification and initiating interviews and the application process to ensure a safe reunification of children and youth to a responsible sponsor. Case Manager conducts initial intakes with children and youth upon initial arrival in to care. Services are provided to youth residing in a 24-hour shelter funded by the Office of Refugee Resettlement (ORR). The reunification process requires meeting specific timelines, submitting a full application for review and final approval to the Social Service Supervisor, while adhering to relevant Michigan Department of Health and Human Services (MDHHS) licensing rules and ORR policies. **Must strictly enforce and adhere to ORR’s Zero Tolerance Policy regarding abuse and neglect and all relevant ORR policies and procedures always ensuring the safety of the children and youth.**

#### ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:

- Conduct initial assessment of children and youth, interview regarding potential opportunities for reunification with a qualified sponsor. Gather historical information about child/youth to identify any areas requiring special care and attention to ensure their safety.
- Complete all required MDHHS and ORR assessments with youth and update in UC Portal and internal software system, to include (Initial Intake, Child Rights, PSA, Grievance Procedures, UC handbook, Orientation Acknowledgement, and Legal Lists).
- Must ensure adherence to MDHHS and federal/ORR requirements for the daily overall care and release/reunification of youth in care.
- Obtain contact numbers and interview potential sponsors on a regular basis, receive physical and visible proof of relationship with the child/youth, to ensure legitimacy. Includes conducting phone calls, video calls, a virtual walk through of home (inside and out) on an announced and unannounced basis multiple times a week throughout their stay in care. Receive proof of address, and conduct reference checks (with neighbors, friends, apartment/home leasing office, pastor, school personnel) as allowed by federal guidelines. Google Map the sponsor’s address ensure the location of the address is a legitimate home/apartment. Conduct other tasks as identified by ORR.

- Upon identification of a potential qualified sponsor, initiate reunification process within required timelines.
- Complete Individual Service Plans for youth and updated as needed or required as per relevant state and federal requirements.
- Create High Risk Forms to ensure proper supervision of youth as needed and communicate timely with other departments to ensure the safety of the child.
- Submit case logs timely and participate in weekly staffing as needed.
- Attend weekly Case Staffing in-person, via Skype, WhatsApp, or Microsoft Teams
- Complete release requests meeting timeframes, upon approval of reunification of youth.
- Coordinate and communicate with other departments as needed regarding youth's renunciation status, and behavioral and emotional needs that may require additional supervision.
- Attend and/or Coordinate Treatment Team Meetings in-person, or via skype, or Microsoft Teams.
- Coordinate with legal services in absence of Social Services Supervisor or designee.
- Coordinate with Consulates in absence of Lead Case Manger or designee.
- Adhere to all timeframes for daily reunification tasks as required by relevant state and federal funding sources.
- Ensure complete and thorough documentation in UC Portal and internal software system daily.
- Review Significant Incident Reports and Incident Reports for any youth assigned to caseload and complete any follow up steps as needed by Treatment Team or Supervisory team.
- Update UC Daily Headcounts as needed in the absence of Social Services Supervisor.
- Performs other duties as assigned to support the safety of children and youth and their reunification.

**STANDARD REQUIREMENTS:**

- Be a brand ambassador and always reflect the company values.
- Must be 21 years of age or older to work directly with youth.
- Must maintain any licensures/certifications during employment and/or obtain within required timeframes, if approved.
- Ensure completion of On-the-Job Training requirements.
- Meets dress code/uniform standards; appearance is neat and clean.
- Complete any training requirements including Managing Aggressive Behavior/NRCYS and CPR/First Aid.
- Maintains dependable attendance and ability to work a flexible schedule.
- Assist in the safe evacuation of youth as needed.
- May need to respond to emergency situations to ensure the safety and security of the youth.
- Wear an ID badge while on company property or job sites.
- Recognize the signs of abuse, neglect, exploitation, and provocative behavior. Follow reporting requirements for relevant state and federal contract requirements and document adhering to timeframes.
- Must maintain confidentiality in all program areas including any information regarding youth.
- Maintain confidentiality of health care records and information in keeping with HIPAA and Protected Health Information (PHI) requirements.
- Maintain professional conduct and ensure appropriate respectful interactions during any contact with youth, staff, state licensing representatives, ORR/Federal Field Staff, and other vendors or community members.
- Adhere to all state and federal laws and regulations.

- Follow all company policies and procedures.
- Enforces safety and security standards for students, staff, and visitors.
- Clear MVR Check.
- Clear criminal background check. Including a national criminal fingerprint background check.
- Clear drug testing results.
- Clear Tuberculosis results.
- In adherence with federal or state contract requirements (as applicable): Proof of COVID Vaccinations and other immunizations (i.e., varicella, measles, mumps, tetanus, Tdap, rubella, Flu, Hepatitis A and B).
- Commitment to reduce, reuse, and recycle initiatives.
- Commitment to diversity, equity, and inclusion.

#### **EDUCATION AND EXPERIENCE REQUIREMENTS:**

- Bachelor’s degree in a human behavioral science from an accredited college or university or in related field with 25% of credits in human behavioral sciences.
- 1 year experience working with youth is preferred in a child-care institution preferred. Volunteer and internship positions held.
- Well organized and highly motivated, and excellent communication skills that display integrity.
- Proficiency in Microsoft Office.
- The ability to type and use a tablet/iPad, laptop, or desktop is needed to complete daily tasks.
- Able to work cooperatively with multiple members of a Team including program staff, state licensing personnel, ORR/Federal Field Staff, and other office personnel.
- Able to maintain a cooperative, respectful, and positive disposition always.

#### **RESPONSIVE YOUTH CARE SERVICES PROGRAM MODEL:**

Responsive Youth Care Services Employees will ensure evidence-based child welfare best practices, child safety, trauma-informed care, and cultural and linguistic competencies for children and families. The Responsive Youth Care program model and services are based on the following values that each employee is to exemplify:

- Value 1: Maslow’s Hierarchy of Needs and Child Well-being
- Value 2: Whole Child Approach
- Value 3: Strength-Based Approach
- Value 4: Youth Empowerment and Involvement

The Program Model will be reviewed thoroughly during New Employee Orientation.

#### **LANGUAGE AND COMMUNICATION SKILLS:**

- Ability to read, analyze, and interpret professional journals, technical procedures, or government regulations.
- Ability to write reports and business correspondence.
- Ability to effectively present information and respond to questions from sponsors, family members, direct care staff, state licensing representatives, and ORR/Federal Field Staff.
- Ability to speak, read and write in English language is required.
- Ability to speak, read and write in Spanish is required, other languages may be considered depending on program needs.
- Ability to communicate accurately and effectively, verbally and in written formats.
- Gather and/or maintain information for reporting requirements (weekly, monthly, quarterly, and/or annually).

**WORK ENVIRONMENT:**

- Case Manager may work in-person or remote (upon approval and if program needs allow) to ensure the timely reunification of youth in care.
- Shifts will include an 8-hour period. Overtime may be required for this position with prior approval.
- The work week may not consist of a traditional Monday through Friday work schedule and working some holidays and weekends is required.
- Work is conducted in a 24-hour shelter setting with children whose primary language is Spanish.
- Noise levels will vary indoors and outdoors.
- Work environment may include working in offices, either indoors or outdoors.
- Position can require a great deal of standing, walking, stooping, squatting, kneeling and some heavy lifting of up to 25 lbs. and can also involve sitting for extended periods to ensure that documentation is entered in a timely manner for the safe renunciation, discharge planning and provision of services to youth.
- Must use headphones and learn the proper use of a secure two-way communication device is pertinent to the overall care, safety, and supervision of children and youth.

**CRITICAL THINKING AND PROBLEM-SOLVING:**

- The ability to solve practical problems and seek guidance from Social Services Supervisor or designee to ensure a full understanding of policies and procedures is required.
- A positive and proactive attitude regarding changes in processes, procedures, policies, and training requirements is needed.
- The ability to interact with children and youth in a culturally responsive manner is vital to the success of the program.

**COMPUTER SKILLS AND RESPONSIBILITY:**

- Any equipment assigned directly to the Case Manager is their personal responsibility.
- Equipment is to be returned in good working condition and the Case Manager must report any damage or malfunctions immediately to their supervisor.
- The ability to utilize a variety of software systems and enter data is needed.

*This job description does not imply, nor does it create any type of employment contract between the employee and employer. This job description is a general summary of common tasks, duties and responsibilities that comprise the means of accomplishing this job's purpose and objectives. All employees of the company are employed at will, are expected to be able to change productivity, and to handle other tasks or perform job duties assigned by management. This job description may be updated at any time at the sole discretion of the company. This position is funded by the Office of Refugee Resettlement (ORR); therefore, an offer of employment is based not only on the expectations communicated above but also based on receipt of initial and continued funding. Furthermore, due to federal contract requirements with ORR, any applicant's being considered for this position may be required to be pre-approved for hiring by the operation's ORR Project Officer.*

**APPLICATION LINK:**

<https://staffing-app.responsivemanagement.org/application/albionshelter>

I have received, read, and understand the Job Description and acknowledge that I am able to perform the essential functions of this position, with or without a reasonable accommodation.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

**Responsive Youth Care Services Document Control:**

DOCUMENT CONTROL PANEL		
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