



## **Veronica's Voice**

### **CASE MANAGER JOB DESCRIPTION**

#### **OVERVIEW**

The Case Manager is responsible for facilitating a process that empowers up to 5 participants of the Veronica's Voice residential program to develop and accomplish holistic goals, and to adhere to guidelines of the program. This position is an average of 10 hours per week and requires a strong teamwork approach with other Program Team members to support the success of each participant.

#### **SUPERVISORY RELATIONSHIP**

The Case Manager reports directly to the Executive Director.

#### **ESSENTIAL QUALITIES**

- Professionalism in all manners of your work
- Have an understanding and alignment with the mission and goals of Veronica's Voice
- A positive attitude
- A desire for and commitment to personal and professional growth
- Accountability and dependability
- Problem-solving skills
- Ability to organize, plan, and practice good time management

#### **ESSENTIAL SKILLS/KNOWLEDGE**

- Demonstrate good written/oral communication skills
- Ability to use a computer and to learn agency-specific software and data entry
- Detail-oriented, with ability to assist clients with organizing, and documenting planning details to include in their individualized plan for recovery and restoration
- Self-starter, with ability to oversee and manage individual client progress with little supervision
- Team player, with ability to work in a busy office environment with a cheerful and cooperative attitude
- Ability to work well with people and to handle potential conflicts in a calm and professional manner
- Ability to relate with sensitivity to all client populations, regardless of culture, economic status, race, religion, age, or sexual orientation
- Ability to establish rapport and work with severely traumatized clients to develop a personal plan for recovery and restoration
- Understanding of and/or previous experience with providing strengths-based case management services

- Understanding of social problems such as domestic violence, substance abuse, homelessness, mental illness, and sexual exploitation either through formal education and/or personal life experiences
- Gain thorough knowledge of community resources in Wyandotte County and maintain up-to-date information of the most frequent referrals provided to clients, including employment, healthcare, financial assistance, mental health, housing, legal aid, and continuing education
- Establish and maintain relationships with appropriate organizations to ensure the highest standard of care for clients

### **CASE MANAGEMENT DUTIES**

- Develop a case plan with each participant to address client driven goals related to:
  - physical, emotional health and addiction recovery
  - food, clothing, transportation needs
  - development of safe supports, a recovery community, and new hobbies
  - criminal justice and family issues
  - financial and legal obligations
  - vocational/educational goals
  - permanent housing
- Make referrals to appropriate community partner agencies and follow-up with participants regarding progress / results
- Meet with each participant weekly to review, adjust and create a new tasks list to accomplish by next meeting to help her further her progress on her plan
- **Education assessment and programming:** Obtain literacy, educational and vocational evaluations for each participant using community partner agencies; develop and regularly review individual education and vocation plans with each participant; refer each participant to community programs with the best learning environment for her individual needs; coordinate with the Program Manager to pair participants with an educational tutor within 4-6 months of entry into program if needed

### **PROGRAM ADMINISTRATION**

- Provide assistance as needed to the Program Manager for the new-participant intake process and for crisis management for individual participants.
- Attend weekly staff meetings
- Give review on individual case plans with the Program Team
- Maintain participants' files, documenting plan made, progress, timeline and adjustments

Send resume to [hr@veronicasvoice.org](mailto:hr@veronicasvoice.org)