



JOB DESCRIPTION

Job Title: Voluntary Case Manager

Qualifications: Master's degree in Social Work or related field from accredited college or university is preferred; bachelor degree in Social Work or related field from accredited college or university is required. A minimum of three years of experience working with children/youth and families is strongly preferred. Demonstrated practice in writing and implementing treatment plans and case management required. A valid SC driver's license is required.

Job Description: The Case Manager is part of a prevention team charged to provide assessment and case management services for families in Spartanburg and Cherokee counties. This position reports to the Hope Center for Children (HCFC) Program Supervisor for Case Management and works collaboratively with SAFY (another nonprofit agency) and the appointed DSS liaison. He/she will assess families using specific tools, assess risk factors, and assist the family primarily through referral and connection with available resources. The Case Manager will successfully maintain an average caseload of 18-25 families OR greater at any given time. This is a full-time, exempt, salaried position that requires flexibility to meet the needs of families served. The typical schedule is Monday-Friday but hours may vary. The Voluntary Case Manager carries an on-call phone and is available to families as needed 24/7.

Voluntary Case Manager Responsibilities:

- 1) Implements HCFC policy and procedures as written.
- 2) Completes all paperwork in a timely fashion, per organizational policies. These policies are dictated partially by SAFY, the master contractor for this program, as well as a DSS state level contract.
- 3) Assists the family in coordinating a treatment team meeting including family, service providers, and informal supports to form a plan of care with clearly defined goals.
- 4) Assists with and oversees revisions to the plan of care.
- 5) Monitors crises and evaluates the family's progress toward service goals.
- 6) Completes all documentation according to mandated time frames by utilizing a web-based portal.

- 7) Maintains the Central File which consists of the necessary paperwork and consent forms, assessment, treatment plan, progress reports, and other information as requested.
- 8) Facilitates the opening and closing of cases and their transition to an ongoing care plan, using resources to assure that services are based specifically on the needs of the child and family.
- 9) Identifies and refers families to appropriate services aimed to build protective factors and resources for the family.
- 10) Communicates according to mandates with DSS (e.g., assessment, treatment plans, progress reports, etc.).
- 11) Attends in-service and other trainings as requested.
- 12) Implements the program as trained.
- 13) Follows mandated reporting responsibilities to DSS when safety issues are identified.
- 14) Other duties as requested.

Additional Abilities:

1. Strong oral and written communication skills in culturally diverse settings.
2. Strong computer skills using Microsoft programs such as Word, Excel, and Outlook, with strong literacy using the Internet and other technology as a resource.
3. Ability to work flexible hours to fulfill position duties.
4. Reliable transportation with an acceptable driving record and auto insurance in order to meet the travel requirements of this position.
5. Ability to locate and/or deliver strength-based, family-centered and culturally competent services.
6. Ability to maintain creativity, flexibility, and optimism about the strengths of children and their families while keeping child safety as a core goal at all times.
7. Ability to engage children, families and partners as key players throughout the service process.
8. Ability to work as part of a team and willingly accept feedback.
9. Strong organizational, time management and coordination skills.

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SIGNATURE: _____

DATE: _____