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| <b>Job Title</b>    | Case Manager                                    |                    |            |
| <b>Reports To</b>   | Ready4Work, Intake & Case Management Supervisor |                    |            |
| <b>Salary Range</b> | \$33,000-\$38,000 Annually                      | <b>FLSA Status</b> | Non-Exempt |

### Company Overview

Abe Brown Ministries is a non-profit, Faith-based organization. The Ready4Work – Hillsborough Program is responsible for providing job placement and other support services for offenders being released to Hillsborough, Polk, and Pasco counties or an ex-offender referred to Abe Brown Ministries.

### Job Purpose

To provide case management services to clients who are admitted into the Ready4Work – Hillsborough Program. Case Manager will be responsible for planning and organizing collaborative services and developing and administering a plan of care for each client, to effectively assist the client with re-entering into society. Case Manager will be responsible for consistent interactions with client which include the distribution of services, phone calls and one-to-one sessions for up to a year.

### Duties and Responsibilities

#### 1) Recruitment

- a) Partner with Department of Corrections (DOC) to recruit potential clients from correctional facilities, transitional housing facilities, Halfway Houses, and Work Release Facilities.
- b) Attend community events to raise program awareness and gauge community interest.
- c) Visit, on a weekly basis, DOC supervision offices and local re-entry correctional institutes to present program benefits and gather potential client information.

#### 2) Community Partnership

- a) Coordinate with community agencies to offer program clients a wide range of resources
- b) Interpret available resources skillfully to ex-offenders to ensure they receive the best program experience.
- c) Follow-up with clients and agencies as appropriate to document use/success of referral

#### 3) Casework

- a) Utilize Motivational Interviewing techniques to determine clients' needs and subsequently completing individualized Plan of Care assessment and interview.
- b) Implement and monitor treatment plans and initiate necessary changes by making independent professional decisions and recommendations that will have a pronounced effect on the ex-offenders re-entry opportunities.
- c) Input all interactions with clients into the ETO system with professional language in accordance with R4W-Hillsborough guidelines
- d) Meet with clients weekly or bi-weekly for up to 12 months, to include at least 80% of follow-up meetings in-person rather than over the phone.



- e) Monitor cases by verifying clients’ attendance in R4W program; observing and evaluating treatments and responses; advocating for needed services and entitlements; obtaining additional resources; providing personal support.
- f) Maintain clients’ records by reviewing case notes; logging events and progress in ETO system.
- g) Maintain confidentiality of all clients in accordance with HIPAA regulations.

**4) Administrative**

- a) Prepare professional reports, memoranda and other letters, which involve the client in which they provide a service.
- b) Ensure all data and reports related to client are accurate, timely and complete.
- c) Submit receipts and paperwork regarding client’s progress to ensure that all services are properly documented.

**Qualifications**

- Bachelor’s degree, Master’s degree preferred.
- At least two years human services experience.
- Comfort in using computers and learning new software.
- Experience working with the underserved and persons in crisis.
- Strong documentation skills
- Excellent written and verbal communication skills, ability to establish rapport.
- Ability to work in a variety of settings with culturally-diverse families and communities with the ability to culturally sensitive and appropriate.
- Ability to motivate others towards achieving goals.
- Must be able to maintain confidentiality involving both clients and fellow employees.
- Ability to legally operate a motor vehicle.
- Maintain professional appearance and comply with company dress code.

**Working Conditions**

General office environment. Work is generally sedentary in nature, but may require standing and walking for up to 10% of the time. Work is generally performed within the office environment, with standard office equipment available.

**Physical Requirements**

- Must be able to read, write and communicate fluently in English. Must have good vision and ability to lift up to 20 pounds.
- Must be able to spend long hours sitting and using office equipment and computers.
- May be required to do some light lifting of supplies and materials occasionally.

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| <b>Approved by:</b>   |  |
| <b>Date approved:</b> |  |
| <b>Reviewed:</b>      |  |