



<b>Job Title</b>	Case Manager		
<b>Reports To</b>	Program Manager		
<b>Salary Range</b>		<b>FLSA Status</b>	Non-Exempt

## Company Overview

Abe Brown Ministries (ABM) is a non-profit, Faith-based organization. ABM's Re-Entry 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 ABM's Re-Entry 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 Florida Department of Corrections (FDC) 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, FDC 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 ABM 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 ABM's Re-Entry program; observing and evaluating treatments and responses; advocating for needed services and entitlements; obtaining additional resources; providing personal support.
- f) Work with clients and on behalf of clients to secure immediate needs.



# Abe Brown Ministries, Inc.

- g) Maintain clients' records by reviewing case notes; logging events and progress in ETO system.
- h) 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 in ETO 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.

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