Job Description

Job Title: MSW Case Manager

Location: Yonkers

FLSA Status: Full Time, Exempt

Classification: Please refer to EEO-1 Job Classification Guide (i.e. Executive, Professional, Administrative Support Worker, Service Worker, etc.)

Department: Case Management

Program/Contract: N/A

Reports to: Regional Director

Supervisory Responsibilities: Yes _______ No _______

Summary: [Briefly summarize this position and how it relates to the general goals of your office and the Mission of Catholic Charities]

This unique position’s primary function is to fulfill Catholic Charities commitment to help individuals and families move from managing day to day crises toward longer term solutions. An integral part of the infrastructure of the Case Management Department, this position will support case managers in identifying clients who can benefit from intensive case management as informed by best social work practices. This is also a newly created position and the social worker will help creatively shape how this position will work collaboratively with staff, individual clients and client groups to determine a pathway from crisis to stability to empowerment.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Provides in-person Case Management to a broad population of individuals and families including immigrants, senior citizens, people who are homeless or facing homelessness etc.
  - Provides effective engagement, assessment, service planning and follow up using a strength’s based and client-centered approach.
  - Conducts thorough assessments beyond the presenting need and develops a service plan that affirms income inequality and simultaneously plans toward individual empowerment.
  - Provides interventions through the lens of trauma-informed care.
  - Provides services to the whole family including parents, children and grandparents and identifies and builds upon support systems and community networks.
  - Develops an approach to working with individuals and families that takes into account applicable principles from motivational interviewing.
  - Provides crisis intervention in emergencies around shelter, food, clothing, and other basic needs through the provision of financial assistance, goods, advocacy, benefits access and access to relevant resources on an as needed basis.
  - Develops a comprehensive understanding of the complex social service system and helps clients navigate these systems accordingly.
• Provides integrated service delivery and functions as part of a broader team.
  o Provides support to Case Management staff in identifying clients/client populations interested in
devolving longer term solutions beyond crisis intervention.
  o Collaborates with Case Management staff in working with identified clients either concurrently
or as part of an aftercare plan.
  o Provides outreach to Case Managers and clients and helps identify a broad range of clients who
comprise a continuum from “most likely to succeed” to those who are identified as “hard to
reach.”

• Provides Resource and benefits access through direct assistance and/or referral.
  o Develops knowledge about and maintains collaborative relationships with community agencies,
other Catholic Charities Departments, Divisions, Affiliates and Archdiocesan entities.
  o Develops a capacity to provide or ensure access to a wide range of social service benefits and helps
develop and maintain a network of high quality resources.

• Fulfills operational and other duties.
  o Enters all information into a Data Management System, meets program deliverables in a timely and
efficient manner, and understands the significance of documentation to funders and other
stakeholders.
  o Completes all requests for financial assistance and gathers relevant supportive documentation in a
timely, efficient and thorough manner.
  o Actively participates in weekly supervision.
  o Attends and participates in monthly Department meetings, community meetings, trainings and other
agency-related activities.
  o Assists at other sites as needed including Manhattan and the Bronx.

Position Type and Expected Hours of Work:
This is a full-time position. Days and hours of work are generally 9:00 AM to 5 PM Monday - Friday.
Additional hours may be required to meet program deadlines, or client needs.

Working conditions and physical demands required:
The demands described here are representative of those that must be met by an employee to successfully
perform the essential functions of this job.
• Travel for home visits, outreach, staff meetings and/or escorting clients at least 20% of the time using
reliable transportation, traversing streets, ascending/descending stairs, and exposed to outside weather
conditions.
• Assess and work in varied home environmental conditions, possibly including vermin/bedbugs.
• Traverse neighborhoods that may require a high level of alertness and awareness of surroundings.
• Work with clients who require consistent and comprehensive support, some under potentially stressful
conditions.
• Remain in a stationary position at a work station and use a computer approximately 60% of the time.
• Frequently sit for long periods attending meetings.
• Pack and carry food pantry bags.

Qualifications

Education and/or experience required:
• Masters in Social Work required and four years of experience in the social services field preferred.
• Second Language required; fluency in both English and Spanish, written and oral.

Skills, Licenses, and/or competencies required:
- Excellent interpersonal skills; the ability to work well independently and as part of a team.
- Knowledge of social service delivery systems and local resources.
- Excellent organizational, time-management and communication skills.

Employee signature below constitutes employee’s understanding of the requirements, essential functions and duties of the position.

Employee (print name) ____________________________

Employee (sign name) ____________________________ Date _________