



Job Description

Job Title	Case Manager		
Reports to:	Director of Programs	Department:	Programs
Employee Type:	Regular, Full Time	Classification:	Exempt
Supervisory Responsibilities:	None	Number of Employees:	None

Position Summary:	<p>The case manager will be responsible for enhancing the effectiveness of THAW's programs by utilizing household needs assessments to identify, plan and coordinate needed services with the Michigan Department of Health and Human Services, partner agencies and other resources needed to increase household stability. Provides case management services to customers including assessment, planning, implementation, and evaluation. Will work closely with Outreach and Utility Assistance Center teams to identify trends and strengthen agency partnerships through collaboration and consistent communication; work with agencies to stay up to date on services available; and serve as the liaison between the client, agencies and utility partners when necessary. Expected to assess, plan, implement, monitor and document required action steps to address client needs, while adhering to specific program guidelines.</p>
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Essential Functions

- Assess clients' needs through intake interviews and evaluating needs assessments
- Work with program director to strategically identify appropriate agency partners based on identified goals
- Maintain up to date information on community resources and programs available to assist THAW clients
- Build solid relationship with partner agencies and other community agencies to effectively coordinate services for clients
- Assist with development and maintenance of referral database
- Make necessary referrals based on client need, program criteria and available resources
- Schedule appointments; coordinate services; and research resources
- Advocate for needed services; identify additional resources; and provide appropriate crisis intervention, if needed
- Document and review case notes in client database; log events and progress



- Conduct/monitor client case management success through monthly audits
- Disseminate client results and obstacles to executive team and key stakeholders
- Liaison between THAW, partner agencies, utility partners and other community referral sources
- Improve staff competence by providing community resources; identifying trends within client base and service community; and make recommendations on changes in program focus for better results
- Collect, analyze, and summarize data results and trends; provide reports
- Update job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; and participating in professional organizations
- Perform other duties as assigned

Knowledge Skills and Abilities

- Excellent oral and written communication skills
- Excellent organizational and time management skills
- Ability to work independently
- Client documentation Skills
- Strong problem-solving skills
- Research skills
- Conflict resolution skills
- Strong knowledge of community organizations and ability to develop partnerships
- A proven ability to think strategically, analyze critically, and translate ideas and insights into action through coherent and viable programs and plans

Experience

Basic computer knowledge (Word and Excel, PowerPoint, Outlook) required. Some knowledge of case management information systems is desirable

Minimum of two years' experience working in social work/human services required.

At least one year of recent case management experience a plus.

Education:

Bachelor's degree required, BSW preferred.

Additional certifications appropriate to the position and human service setting a plus