



JOB DESCRIPTION

Job Title: Director of Case Manager	Department: Case Management
Reports to: Executive Director	Job status: Exempt

JOB SUMMARY

The Director of Case Management is responsible for overseeing case management, and counseling services for HopeWorks clients. The Director will directly supervise case manager staff and counseling staff to ensure that client-centered, psycho-social services are delivered efficiently to all HopeWorks clients. The Director of Case Management will arrange, advocate, coordinate, and monitor the implementation, participation, and delivery of interventional services designed for HopeWorks clients. The Director will be responsible for building a strong and responsive team that will be accountable for program goals. The Director will be responsible for creating a means by which all HopeWorks clients have easy access to case management services that support their individual needs.

The Director is responsible for scheduling, budget preparation, fiscal management, supervision and staff development, record keeping, and reporting to funding agencies as needed. The Director of Case Management is responsible for establishing a relationship with and advocating for clients served through Personal and Career Development, Employment Essentials, Adult Education, English as a Second Language, and Reentry programs. This individual will create and facilitate programming to assist clients to identify and eliminate potential barriers, maintain successful employment, and provide cognition of assessed community resources.

The Director of Case Management will be responsible for documenting client contacts in the database, maintaining contact with clients, knowledge of community resources, and continually building relationships with community partners and resource providers beneficial to our students. The Director will lead staff in departmental staff meetings, training, and ensure data accuracy.

The Director of Case Management is a member of HopeWorks leadership team and serves as a strategic partner in planning and implementing the future vision for the HopeWorks mission of providing hope in Jesus Christ and opportunities for sustainable work through education and lifelong services. The Director must be both a hands-on worker and an excellent manager. The Director must have the ability to strategically create plans to meet goals and objectives and work with other HopeWorks programs to move clients participating in Education, Transitional Housing, Life Services and Workforce toward sustainable job placement options.

The Director of Case Management should model HopeWorks values and ethics central to the HopeWorks mission of "Hope in Christ". To be effective in this position, one must be caring, empathetic, conscientious, confidential, culturally-sensitive, and client-centered. This individual should adhere to professional standards as outlined by rules and regulations governing their profession.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Case Manager Supervision

- Supervise, support and mentor case managers and counselor(s).
- Provide training and conduct orientation for new case managers.
- Conduct weekly individual meetings with case managers and counselor(s), to review cases and ensure effective client support.
- Create weekly and monthly reports to track case managers and counselor engagement and activity with clients.
- Conduct regular audits of client interactions, case files and progress notes.
- Ensure use of Leadr software in staff development, increasing user metrics and documented use in goal setting, key performance indicators, ongoing evaluation of employee performance and support of the HopeWorks strategic plan.
- Create an environment that encourages and builds high staff morale and accountability,
- Identify opportunities for case managers and counselor(s) professional development, assign essential trainings, and track continuing education hours on a Google spreadsheet.

Client Care Services

- Work internally across all HopeWorks programs, tailoring case management service offerings to meet the specific needs of each client group.
- Work directly with incarcerated population, establishing relationships with and advocating for clients served.
- Develop finalized reentry packet for offender's release.
- Establish contact with assigned cases within the first 24 hours of release.
- Work with team and client to develop and implement all individualized re-entry and/or support plans for assigned caseload.
- Assist in acquisition of social services, identification documents, and benefits needed.
- Write letters for, and/or attend parole hearings/court proceedings on behalf of clients.
- Facilitate educational groups as assigned.
- Provide individual group and direct casework counseling to assigned clients.
- Compile individualized goal plans for clients.
- Track client progress through the case management process.
- Assist clients in eligibility and application for various reentry benefits and services.
- Encourage participants to engage with HopeWorks staff to search for employment.
- Coach clients to move forward by staying engaged, addressing barriers, searching for jobs, and seeking counseling when needed.
- Maintain ongoing contact with clients who are still incarcerated at least once per month either in person or by mail.
- Maintain daily contact with clients upon release until employed.
- Maintain weekly contact with clients once employed for the first month of employment.
- Maintain monthly contact with clients during months 2-12 of employment.
- Maintain more frequent contact when necessary.
- Monitor client participation in therapy, peer support, mentoring, basic living skills, educational, vocational and/or employment programs for successful advancement and/or completion.
- Personally assist in transition to social service organizations and others to provide needed support services.

Community Services Liaison

- Liaison for Madison Pharmacy for HopeWorks clients needing medication. Establish new patient relationship with pharmacy, communicate with SCDC, TDOC, and MLTC nurse, pharmacist and client to ensure continuity of care and assist with payment.
- Liaison for Mid-South Drug Test for all clients' services.
- Schedule on-site meetings as needed with Veritas Child Support Services to address client's child support issues and concerns.
- Schedule on-site meetings as needed with insurance company to assist clients with enrollment in health insurance.
- Coordinate and advocate for necessary resources/services for clients ensuring access to housing, healthcare, mental health, substance abuse, child support, employment and essential support.
- Coordinate with appropriate agencies in obtaining necessary identification documents.
- Work with and provides liaison with program staff, government agencies, families, faith-based support groups, and other organizations.
- Conduct field duties and responsibilities such as agency visits, meetings, conferences, and workshops as required.
- Recruit, encourage, and interact with program mentors and other volunteers.
- Communicate concerns/progress with HopeWorks staff involved with client care.
- Participate in staff and agency meetings related to the care and service of participants.
- Continually seek and maintain knowledge of community partners and develop relationships with partners and resource providers.
- Maintain current information regarding a broad spectrum of social service and support service organizations beneficial to our clients.

Employment Essentials Responsibilities

- Create yearly class schedule, monitor roster, class attendance and make necessary changes as needed.
- Conduct regular meetings with EE Instructor/Case Manager to review cases, discuss class schedule and roster.
- Assist with managing referrals for classes via email, phone and walk - ins.
- Assist with recruitment and completing intakes as needed.

Transitional Housing

- Schedule and interview potential residents seeking housing at Shelby County Division of Corrections.
- Interview potential residents seeking housing at Mark Luttrell Transitional Center.
- Complete intakes, goals setting/service planning and provide intensive case management services to clients released from Tennessee Department of Corrections (TDOC), Mark Luttrell Transitional Center (MLTC), and clients not enrolled in HopeWorks programs at Shelby County Division of Corrections (SCDC).
- Collaborate with assigned Parole/Probation Officer to ensure compliance with legal and program requirements.
- Lead weekly team meetings to discuss client's progress, employments, barriers, and potential residents.
- Collaborate with the Forgiveness House, House Shepherd multiple times a week to improve resident success.
- Arrange and schedule transportation with the House Shepherd for incoming clients.
- Ensure that all new residents have health & hygiene bag and a scheduled visit to the clothes closet.
- Schedule free initial physical examination for all residents at the Church Health Center.

- Make referrals to Alliance Healthcare to address mental health needs.
- Make referrals to address substance abuse issues.
- Coordinate and schedule the weekly Sense of Self class with instructors and provide the Change Companies journal.
- Assist with eliminating and reducing criminal fees & fines through negotiation of terms and fees with City/County Clerk's Office and Police Departments.
- Assist clients with reinstatement requirements to obtain driver's license by setting up payment arrangements, completing waiver request forms, and enrolling in driver's assistance programs.
- Organize and create monthly security calendar and submit to the Director of Finance.

Purchasing and Financial Responsibilities

- Manage Uber account.
- Purchase, manage and distribute bus passes for organization.
- Manage and distribute petty cash funds for out of state birth certificate, reimbursement for client's work documents, and all other related client service needs. Monitor and track funds using Google spreadsheet and submit activity to the Director of Finance.
- Purchase supplies for case management, counselor and EE department and submit activity to the Director of Finance.
- Purchase in state birth certificates as needed for clients receiving case management services.
- Assist clients with payment of reinstatement fee to obtain driver's license.
- Purchase clients work boots, and other items needed for employment.

Documentation and Reporting and Professional Standards

- Maintain all required documentation for assigned caseload following professional standards as outlined by rules and regulations governing the profession.
- Maintain client records.
- Maintain up-to-date records in the CoactionNet database regarding interactions with clients.
- Produce relevant documentation, correspondence and statistical information as needed.
- Record monthly case management services data on the Cockpit report.
- Track monthly numbers of African - American males receiving case management services for Lansky Report and submit to the Strategic Coordinator.
- Track monthly data of post release clients receiving case management services and submit to SCDC.
- Track Employment Essentials data on Cockpit report (# clients invited, # enrolled, # incomplete, # graduates)
- Assist with tracking recidivism for organization.
- Track data for Transitional Housing.
- Commit to personal professional development and high standards. Participate in educational activity through reading of relevant information, participation in classes, webinars and seminars related to maintaining up-to-date industry standards for professional growth.
- Other duties as requested.

EDUCATION & RELATED WORK EXPERIENCE

Education Level:

Required
 Bachelor's Degree in Social Work or related field
 Additional education, experience or additional certifications and licenses may be required.

Years of Related Work Experience:		
Required: Five (5) years' experience in social services, working with incarcerated population		
REQUIRED SKILLS AND KNOWLEDGE		
	REQUIRED	PREFERRED
A strong command of computer skills (Outlook, MS Word, Excel and PowerPoint, QuickBooks) is required.	X	
Ability to perform duties inside a correctional environment.	X	
Strong organizational and time management skills.	X	
Excellent interpersonal skills demonstrating an ability to establish a positive relationship with staff, board, community volunteers, donors, etc.	X	
Time Management and Demonstrated ability to meet deadlines	X	
Strong written and verbal communication skills	X	
Demonstrated ability to work under pressure	X	
Must be able to answer to multiple demands from multiple directions simultaneously without expressing frustration.	X	
Deal with confidential information on a daily basis and must respect the nature of the data.	X	
Must demonstrate the positive attributes of a team member	X	
Ability to exercise judgment regarding matters of significance.	X	

WORK ENVIRONMENT/PHYSICAL REQUIREMENTS
Specific workplace conditions and/or physical abilities that are related to and/or required by this job
<ul style="list-style-type: none"> • Must be able to walk, stand, and/ or sit for long periods of time. • Must be able to carry up to 30 lbs. (Participant files) • Must be able to work inside a correctional environment. • Must possess a valid driver's license and car insurance. • Must be drug free and have the ability to pass a drug screen. • Must be able to work in all weather conditions. • Must travel throughout the city of Memphis and Shelby County communities.

The above statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties & responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. HopeWorks may change the specific job duties with or without prior notice based on the needs of the organization.

ACKNOWLEDGEMENTS

Creation Date: November 2024

Revision Date:

Supervisor: I have approved this job description and reviewed with my employee.

Signature:

Date:

Employee: I have reviewed this job description with my supervisor and acknowledge receipt.

Signature:

Date:

Human Resources:

Signature:

Date: