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Registration Information

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| Order No. | 3924901 |
| Agency Name | The Salvation Army |
| Job Title | COVID Case Management Specialist |
| Job Description (including hours and responsibilities) | <p>Job Summary: Interviews, accepts, and provides comprehensive, long-term, structured, complex, case management services for an assigned caseload of clients participating in an established housing stability; understands the uniqueness of the client's history in order to determine most effective program plans; develops comprehensive program plan/goals and evaluates client's progress by conducting mentoring sessions with client and/or staff; serves as advocate for client in order to acquire services that will enable them to functionally cope with their environment; ensures constant compliance with funding requirements.</p> <p>Essential Functions: This job description should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this position. The incumbent may be requested to perform job-related responsibilities and tasks other than those stated in this job description. Case Management Responsibilities (40%) Establishes unique comprehensive long-term program goals (three months or more) for eligible clients based on client's expressed needs and goals as well as funding and program requirements; explains goals to client in a manner that is easily understood; consistently reviews and updates goals as needed. Outsources clients to additional counseling resources if needed; maintains awareness of progress with external case management professionals, working as a team to meet the holistic needs of the individual. Meets regularly with clients to discuss and evaluate their progress based on established plan (expressed needs and goals); prepares accurate and up-to-date records documenting the same; receives incident reports and enforces disciplinary actions for infractions of the program guidelines. Facilitates individual and group discussion review established goals; redirects negativity, promotes self-awareness and provides appropriate encouragement. Plans, coordinates, and/or facilitates life management type classes to assist clients in obtaining skills that will enable them to functionally cope with their environment; obtains speakers and workshop presenters as needed. Maintains awareness of the program requirements necessary to maintain existing funding; ensures that measurable outcomes correspond with requirements and makes adjustments to case management processes as necessary. Completes and articulates discharge plans to clients exiting the program. Attends community meetings with representatives of other agencies in order to educate them about the program, make client referrals and maintain awareness of client's progress. Social Services Responsibilities (30%) Interviews applicants to determine eligibility for program enrollment</p> |

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| | <p>based on established facility guidelines and requirements; conduct needs assessment, obtain pertinent information; refers applicants to other agencies if not appropriate for program. Provides direct assistance in obtaining and maintaining self-sustaining sources of income, benefits, and other economic supports as well as professional resources that provide assistance in enhancing clients' psychosocial well-being. Assists clients in locating/securing affordable housing; works closely with client to transition in the new housing; conducts home visitations when appropriate; conducts habitability assessment of client's living quarters including whether rooms are properly furnished and maintained; contacts appropriate person to facilitate needed repairs and gaps in appropriate furniture; conducts routine inspections of living quarters and grounds. Refers clients to appropriate Corps programs or other agencies based on clients' needs and in accordance with their program plan. Administrative Responsibilities (30%) Prepares and maintains case records and logs on all assigned clients; ensures the accuracy and completeness of the same; enters pertinent information into the established Homeless Management Information System (HMIS). Prepares case presentations for the supervisor; prepares and presents cases directly to any Coalitions, funding bodies or Case Conferences as directed. Performs recordkeeping duties to ensure that all expenditures are properly recorded and submitted to the bookkeeper and Social Services Director as appropriate for submission to grantor. Other Responsibilities: Assists in performing social service work for special or seasonal projects. Performs other duties as assigned. Materials and Equipment: Personal Computer General Office Equipment Knowledge, Skills and Abilities: Knowledge of the principles and practices of social service case management. Knowledge of social service resources and agencies in the community. Knowledge of effective communication and motivation practices. Knowledge and commitment to computerized Client Data Management System usage and emphasis on outcome measurement. Ability to develop program plans and goals based on client's needs. Ability to assess and evaluate level of service provided in order to ensure service evaluations are favorable and meet or surpass funding requirements. Ability to evaluate the client's progress toward program goals. Ability to work with the public encompassing all types of behaviors. Ability to interview clients and to obtain pertinent information. Ability to prepare and maintain accurate and complete case notes and client records. Ability to plan, organize, and prioritize work in order to accomplish work in compliance with quality standards and deadlines. Ability to build and maintain effective and professional working relationships with clients and community agencies.</p> |
| Job Location | 4721 W Waco Drive, Waco TX 76710 |
| Salary Range | \$17.50/hour |
| Qualifications | <p>Education and Experience: Bachelor's degree from an accredited college or university in Social Work, Behavioral Science, or a related field, and Three years progressively responsible experience providing direct case management social services including accessing clients' needs and developing individual, comprehensive, long-term action plans for recovery utilizing a wide variety of resources, or any equivalent combination of training and experience which provides the required knowledge, skills, and abilities. Certifications: Valid State Drivers License</p> |
| Link to application web site (if applicable) | <p>https://us59.dayforcehcm.com/CandidatePortal/en-US/tsa?s=Texas&c=Waco</p> |

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