

**Town of Natick
Job Description**

Position Title:	Case Manager	Grade Level:	2
Department	Community Services	FLSA Status	Exempt
Reports to:	Assistant Director – Services and Outreach		

Statement of Duties: Position serves as a case manager for those in need. Duties include: intake, needs assessment, referrals, application assistance, and advocacy. Responds to calls received through the Information and Referral Line, updates referral data base and tracks call data.

Supervision Required: The employee is under the direction of the Assistant Director – Services and Outreach.

Supervisory Responsibility: The employee may provide supervision to volunteers providing direct service.

Accountability: Errors and omissions in work could result in missed deadlines, missed services, and adverse public relations.

Judgment: Position requires a high degree of independent judgment grounded in best case management practices.

Complexity: This often-complex work involves a number of functional responsibilities including administrative, investigative, data collection, planning, analysis and risk assessment.

Confidentiality: All information regarding program clients is confidential. State law stipulates that all information about participants, including the fact that they are participants, is confidential and cannot be shared without the client’s permission.

Work Environment: Work is done in an office environment and as needed in private homes, and in the community. The office environment is busy and interruptions can occur. The employee may spend lengths of time at a computer terminal, on a telephone and/or operating office equipment. The employee will be required to lift, carry files, documents, records, equipment, program materials and supplies.

Nature and Purpose of Contacts: Work is primarily with residents of any ages, and their families. Coordinates referrals for residents in crisis. Interacts with community and government agencies, and town departments. Advocates on behalf of clients either independently and/or with community and government agencies, which may require additional services, such as language translation, to complete this task.

Occupational Risks: Duties generally do not present occupational risk. However, if an employee fails to properly follow safety precautions and procedures, it could result in injury.

Essential Functions:

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The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- Provides case management services to address identified needs of residents. Work involves intake, assessment, care plan or goal setting, case management, collaboration with families and collaterals, monitoring and evaluation.
- Must have experience assisting individuals and families with government applications.
- Coordinates referrals from community and requests from the Information & Referral line; determines assignments and screen outs.
- Performs home visits, when appropriate, to assess and analyze short-term assistance needs. Coordinates referrals for services including, but not limited to, transportation, medical needs, housing options, grocery shopping, home management assistance, protective services, legal services, nursing home placement, and medical insurance; and, maintains an electronic community resource file.
- Communicates with municipal, community, government and medical personnel as necessary, in developing goals to ensure identified services are provided for Natick residents. Provides ongoing monitoring of goals for quality and appropriateness; advocates as necessary on behalf of resident.
- Provides training and supervision for volunteers who provide direct service such as escorts, shopping assistance, telephone reassurance, and friendly visiting. Maintains service provision files and data.
- Maintains progress notes of all contacts, (client and collateral) assists the Director in the preparation of local and state reports, forms and surveys; maintains professional confidentiality of files and records.
- Oversees a variety of services as determined by the Assistant Director – Services and Outreach in order recommend and refer to appropriate services to meet documented emerging needs.
- Perform other related duties as required or assigned.

Recommended Minimum Qualifications:

Education and Experience: or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

- Bachelor's degree in Social Services, Human Services, Sociology, Psychology or

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related field and a minimum of three years of relevant experience preferably in a human services agency.

- Demonstrated progressive professional expertise in coordinating social service delivery and accessing resources for individuals of all ages.
- Current AIRS Certification needed; if employee does not have certification, AIRS Certification must be obtained within 6 months of employment
- Working knowledge of Microsoft Office and case management software.
- Valid MA driver's license required and a reliable means of transportation.

Knowledge, Abilities and Skill

- Knowledge of the human services network, and issues affecting residents of all ages and abilities.
- Knowledge and understanding of community and government agency criteria to develop effective and appropriate referrals: goals and procedures.
- Working knowledge of community and regional social service agencies and organizations offering programs and/or resources across the age span.
- Ability to develop new and unique ways to respond to emerging needs of a diverse population.
- Ability to focus on client needs and respond to the needs of internal and external clients.
- Investment in working cooperatively and effectively with co-workers, volunteers and community members.
- Proven ability to develop new services; Experience working with volunteers
- Interpersonal/interviewing/advising skills.
- Ability to respond to crisis situations. Skills required include, but are not limited to: time management, written/verbal communication; strong organizational

Physical and Mental Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.

Physical Skills:

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- The ability to lift up to 30 pounds.

Motor Skills:

- Duties may involve close hand-eye coordination and physical dexterity.

Visual Skills:

- Ability to read, see, and differentiate between colors.

This job description does not constitute an employment agreement between the employer and the employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.