



Job Description

Position Title

Case Manager Assistant

Reporting to

Case Manager

Position Summary

The Case Manager Assistant is responsible for supporting the administration of case management at the Open Arms Children's Home. S/he assures implementation of a spectrum of support services, instruction and assistance to residents to improve their physical and emotional wellbeing. This position reports directly to the Case Manager and will have knowledge and experience in not only the delivery of child welfare services, but how to access and integrate services with the public behavioral health system. The Case Manager Assistant is required to attend/participate in a pre-set amount of continuing education that is focused on child abuse and child related material; failure to accumulate the required training hours may result in suspension without pay or dismissal. The Case Manager Assistant will also be responsible for all other duties designated by his/her supervisors that will benefit the organization.

Duties and Responsibilities

Resident Support

- Assists in deciding on appropriateness of referrals, evaluates available capacity, and ensures completion of all intake paperwork on new residents.
- Assists in obtaining the Universal Referral Form, and other essential documentation, from the Department of Social Services for each resident in accordance with DSS regulations.
- Maintains the order, security and safety of the Open Arms Children's Home at all times while on shift.
- Assists with the management of crisis situations.
- Administers medications according to agency policy.
- Maintains medical logs, confirms accuracy and enforces the Children's Home medication policy and reports discrepancies to the Director of Residential Services.
- Enhances the self-esteem of each resident through monitoring grooming and dress.
- Enrolls and withdraws residents from school, coordinates educational services, and maintains open lines of communication with guidance, teachers, and administration.
- Transports residents as needed to school, appointments and in case of emergencies.
- Supervises study time and provides support tutoring and other resident services.
- Assists with volunteer scheduling and supervision.
- Assists in maintaining the Children's Home in a clean and safe condition.
- Informs the House Manager of any safety hazards, cleanliness or maintenance issues, or needed vehicle maintenance.
- Maintains a list of supplies or special needs that the children or residential staff need and ensures that all residents' clothing and personal hygiene needs are fulfilled.



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Professional Contacts

Demonstrates ability to work as part of a team.
Develops and maintains relationships with the Department of Social Services Child Protection Team, local mental health providers, and other child welfare service providers.

Case Management

Manages assigned caseload and related work responsibilities.
Maintains timely and accurate documentation.
Performs initial assessment, document treatment/service plan for all admissions.
Engages each resident in a relationship based on positive, unconditional acceptance and regard.
Staff each resident's case on a weekly basis.
Coordinates and attends monthly family engagement events.

Miscellaneous

Maintains confidentiality requirements of the agency.
Reports immediately to the Department of Social Services or Law Enforcement any suspicion of abuse or neglect as required by law.
Participates in and represents CAPA at community events and provides support at CAPA events, as assigned.
Attends and participates in regular staff meetings, ongoing training/in-services and supervision.
Performs any other related duties as may be necessary to the functioning of the agency or at the request of the supervisor.

Qualifications

High School Diploma or equivalent (GED). Bachelor's in related field preferred.
Strong listening and communication skills are critical
Strong analytical and problem solving skills and ability to work independently and as part of a team
Sound computer skills including word processing
An understanding of the non-profit, voluntary and social services sector
Must have the ability to interact in a professional manner with staff, clients, DSS staff, Court officials and the general public
The knowledge of and ability to access community resources including public behavioral health
Must be 21 years or older
Prior to employment must have a physical and TB test (annually), with the physician's report going to the Director of Residential Services
CPR and First Aid certified with continuing certification during employment
Ability to work flexible hours
Access to reliable transportation, valid driver's license, approved insurance coverage (to include being approved by CAPA's automobile insurance carrier) and clean driving record
Ability to climb stairs, bend, crouch, and lift 50lbs and may require long periods of sitting and standing
Must have no criminal record
Must have no history of substantiated child abuse or neglect