Catholic Charities
Diocese of Camden
Job Description

SENIOR CASE MANAGER

Job Title: SSVF Senior Case Manager
Department: Veteran Services
Reports to: Housing Services Division Director

SUMMARY: The SSVF Senior Case Manager is responsible for assisting Veteran individuals and families experiencing financial hardships to return to or to achieve financial self-sufficiency. The Senior Case Manager is responsible for empowering clients by conducting mission focused and strength-based outreach, assessment, data collection, community resource counseling/education and the case management duties related to assigned clients.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Conduct
2. Interview identified clients to assess need for emergency services, and current need for linkage to other community resources. Determine eligibility for each case.
3. Provide education, information and referral to insure successful connection with other appropriate community, VA or entitlement resources.
4. Obtain and record client data in computer database and client record.
5. Counsel and motivate client through the community resource linkage process.
6. Complete all paperwork and reports in a timely manner as required by supervisors and funding sources.
7. Participate in assigned meetings and trainings as related to program.
8. Participate in the implementation and ongoing development of the program.
9. Ensure immediate and thorough communication to supervisor of program problems and provide recommended resolution to identified problem.
10. Maintains a positive atmosphere by acting and communicating in a manner that fosters good working relationships with customers, clients, co-workers, external colleagues and management.
11. Perform other duties as assigned.

The above statements are intended to describe the general nature and level of performance expected in this position. They are not intended to be construed as an exhaustive list of all duties, responsibilities and skills required.

SUPERVISORY RESPONSIBILITIES: Oversees Mobile Outreach/Caseworker

QUALIFICATIONS:

1. Two years of college study in the human service field is preferred; work experience can substituted for this requirement
2. Knowledge of entitlement program regulations, federal, state and community resources and expertise in navigating these resources
3. Commitment to the mission of Catholic Charities.
4. have some familiarity with the social issues impacting the poor of Southern New Jersey
5. have some knowledge of basic social services programs
6. be patient and compassionate and be able to communicate these qualities to clients
7. be sensitive to the needs of ethnically, culturally, and economically diverse populations
8. possess good de-escalation and negotiation skills
9. be able to work well in a quick paced and dynamic environment
10. have good reasoning and decision making skills
EDUCATION AND/OR EXPERIENCE:
1. Bachelor’s degree in human service field is preferred
2. Two years of work experience in the human service field is required

LANGUAGE SKILLS:
1. Bilingual preferred (English/Spanish)
2. Excellent oral communication skills required

MATHEMATICAL SKILLS:
Sufficient to complete statistical reports accurately

REASONING ABILITY:
1. Ability to operate in multiple agency and community based work sites and make rapid assessments with a moderate amount of supervision
2. Must possess strong critical thinking and problem solving skills
3. Must possess strong interpersonal and communication skills
4. Ability to rapidly identify potential for physical danger and develop a personal safety strategy

CERTIFICATES, LICENSES, REGISTRATIONS:
1. CSW desirable

PHYSICAL DEMANDS:
1. Sufficient mobility to move among work sites and access non-ground level sites
2. Sufficient dexterity to complete necessary documentation and reports
3. Personal transportation required

WORK ENVIRONMENT:
1. Contact with diverse clients and families in a wide variety of settings
2. Community outreach and home visits required
3. Subject to varying and unexpected situations, crisis and emergencies

If interested, please send a cover letter and resume to Cynthia Lebron:
Cynthia.LeBron@camdendiocese.org