Case Manager Job Description

Responsibilities:

• Develop a resource list of inter-agency contacts and have a working understanding of the programs available.
• Assist the client to develop a long-range Recovery Plan, explore all available options, and identify the client’s own resources and access government and community resources that will address disaster-caused needs.
• Help the client develop a plan of action
• Assess unmet recovery needs, with the client, through interviewing, making appropriate referrals and providing advocacy for the client
• Keep a written narrative of the work done on the case
• Preset the case to the LTR group
• Communicate back to the survivor the assistance to be provided from the LTRC and any limitations to the assistance available
• Make any necessary referrals to fill gaps in assistance
• Verify the results of the assistance provided in order to close the case.

Skills/Experience:

• Minimum 1 year experience in a clerical position, previous case management experience preferably
• Knowledge of Microsoft Office
  o Word
  o Excel
  o PowerPoint
• Experience using a multi-function copier
• Experience using a digital camera
• Maintain confidentiality
• Be able to convey the organizations purpose to potential clients and others as needed
• Be a self-starter
• Work well in a team structure
• Adhere to the organizations employee policies and procedures
• Ability to work 8:00am – 5:00pm weekdays
• Ability to work independently
• Good customer service
• Be able to lift 20 lbs.