Case Manager Job Description Sample

We are seeking an experienced entry-level Case Manager to assist in the caseload of elderly residents receiving county benefits (Pay is commensurate with experience.) The Case Manager will be responsible for coordinating a client population from intake to discharge; creativity and compassion are mandatory.

You will act as the liaison and advocate between the client and external agencies. You will conduct the initial intake, develop a case plan, refer them to the appropriate internal or external resource as necessary, and then carefully documenting the various outcomes. You will be a strong and active listener, an excellent multitasker and exhibit strong leadership and mentoring skills.

You will exhibit cultural sensitivity in dealing with our diverse elderly population. Applicants with conversational Spanish or other non-English language are preferred, but this is not a requirement.

You will be familiar with standard field concepts, but will exhibit out-of-the-box thinking that will extend our limited budgets to the maximum in order to help clients. All activities will be appropriately documented and all state and federal compliance regulations will be followed to the letter.

You will exhibit great attention to detail and a passion for this work. A BSW is mandatory. Reports directly to the agency head and works within a multi-function collaborative unit within the agency.

Responsibilities

* Meets with clients to evaluate their needs, then works to provide them with social services that can help them with a problem.
* Completes intake exams by listening, asking and answering questions, and solving problems.
* Creates and oversees care plans to provide people with aid and help improve their lives.
* Documents all activities in a client or patient case file.
* Works to achieve the goals of the social service organization by helping clients leverage a variety of services available.
* Works with clients by phone, in person, or on a computer.
* Prepares reports through the collection and analysis of client and case data.
* Refers clients to other departments or agencies when necessary.
* Troubleshoots client issues and provides solutions in a caring and efficient manner.
* Ensures compliance with all local, state, and federal laws.

Required Skills

Educational

* A Bachelor’s Degree in Social Work (BSW), psychology, or sociology.

Technical

* Computer proficient and able to learn proprietary case management software.
* Word processing, spreadsheet, or database proficiency required.
* Can touch type at 40 wpm or higher.
* Can simultaneously talk, type, and look at a computer monitor.
* Excellent time management and organizational skills.
* Able to grasp patterns of behavior and discern meaning.
* Excellent at troubleshooting and problem solving.
* Able to speak and understand a foreign language is a plus.

Communication/Organizational

* Very compassionate people person committed to helping the less fortunate.
* Excellent verbal and written communicator.
* Compassionate and wants to help people.
* Critical thinking and analytical skills.
* Emotionally stable and able to function effectively under high pressure.
* Expert intuitive people skills.
* Detail oriented, focused, methodical, and organized.
* Exceptionally responsible, efficient team player.
* Patient, polite, and calm demeanor even in the most difficult circumstances.

Benefits

* Full-time with benefits.

How to Apply

* Apply by forwarding your resume along with a cover letter.