

Hope Village for Children Job Description  
Case Manager

TITLE: CASE MANAGER (*Exempt*)

REPORTS TO: Director of Therapeutic Services

FUNCTION:

Under the supervision of a Director of Therapeutic Services the Case Manager is responsible for the integration of all services provided by Hope Village for Children for each child and family in the worker's caseload. All of the children in the care of Hope Village have suffered some level of trauma, abuse, neglect and/or abandonment, thus the Case Manager either, already has experience or is given training in working with child/adolescent victims of crime. Regular mandatory in-service training is provided to all Case Managers and focuses heavily upon a trauma informed care approach along with crisis management focused and centered approach, effective medication management and drug awareness, wrap-around facilitation, recovery/resiliency care, MANDT (effective means of discipline), safety/emergency procedures, and family/cultural diversity, infection control, confidentiality requirements, record keeping and management, serious incidents reporting and procedures, and abuse/neglect awareness and reporting. The Case Manager is expected to be aware of all aspects of each child's program and continuum of services as well as provide communication and coordination among the various systems impacting the individual victim of crime child and his/her family. It is the Case Manager's responsibility to ensure that the goals and objectives for each victim of crime child/adolescent and their family are clearly outlined, and to monitor the effectiveness of each component of their individualized care and treatment plan.

MAJOR DUTIES:

- Participates in the process of orienting and integrating new children into the Hope Village for Children's program.
- Initiates services including developing a suitable educational plan.
- Refers for psychiatric and medical evaluation and for psychological testing as needed.
- Is responsible for coordinating services with the resident's primary care physician.
- Collaborates with cottage staff to ensure the well being of each child.
- Provides individual attention and instruction based on each child's specific needs, and in accordance with the overall treatment objectives.
- Completes all paperwork in compliance with the Mississippi Department of Mental Health, the Mississippi Department of Child Protective Services and other regulatory and/or grant funding agencies in a timely fashion.
- Consults with childcare staff concerning each child, and concerning the development of a therapeutic milieu within the cottage.
- Participates in case conferences on each child on a regular basis along with childcare staff.
- Coordinates and facilitates Family Team Meetings on a regular basis as required by MDCPS.

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- Demonstrates cultural sensitivity when interfacing with residents and families.
- Maintains a relationship with residents' teachers and other school personnel
- Attends staff meetings, case conferences, and in-service training as assigned
- Maintains close communication with volunteers, organizations, clubs, etc. that the child is involved with (i.e., Scouts, sports teams, school clubs).
- Acts as a liaison with the Mississippi Department of Mental Health and Mississippi Department of Child Protective Services; prepares quarterly reports; and makes recommendations to the court when appropriate.
- Assists with recreational activities on and off campus when assigned or needed.
- Performs duties of Developmental Coach when assigned or needed.
- Participates in on-call rotation.
- Establishes and maintains effective working relationship with employees at all levels of the organization.
- Maintains confidentiality in relation to all matters pertaining to the agency, its board, staff and residents.
- Performs other duties as assigned by supervisor.

### QUALIFICATIONS:

Education - Must possess a BS degree in Social Work or a related field. Master's Degree in Social Work (MSW) and licensure preferred.

Experience, Skills, and Abilities - The Case Manager must have a minimum of two years' work experience with children and/or youth and their families. Must have the ability to handle conflict and difficult situations, and the ability to document all interactions with and for the residents on his/her caseload. Must be able to facilitate meetings with residents, families, and licensing agency representatives. Must participate in all mandated training, including orientation, ongoing staff development trainings, as well as possess the required certifications in CPR, First Aid, and MANDT as required by licensing agencies. Must be able to learn in a classroom setting, role play, and through supervision, as well as be able to work independently and as part of a team. Good written and verbal communication skills are required. Must have a valid Driver's License and be insurable through the company's automobile insurance carrier, as driving is required for this position.

Screening - Must be able to pass, at orientation and at regular intervals as outlined by licensing agencies, a background check, an NCIC federal background check through fingerprinting, a drug screen, a physical exam, TB screening, MVR insurance guidelines, and any other screenings as outlined by licensing agencies (MDCPS, MDMH etc.). Compliance is required for continued employment.

The above statements reflect the general level and nature of the job and are not to be construed as all inclusive, nor is it to be substituted or used as receipt of an employment contract.