



Job Description

Women and Children's Ministries

Department: Women and Children's Ministries/Hope Center
Position Title: Transitional Case Manager
Employee Name:

JOB SUMMARY

This case manager position provides supportive case management services to women entering the TRANSITION stage of the H.E.A.R.T. Recovery Program at Hope Ministries Center for Women and Children, as it relates to identifying and pursuing their educational and vocational goals. Additionally, this position serves women (and their children), offering love, accountability, and spiritual support, as they move into the Aftercare program. The Aftercare program consists of women (and their children), who qualify for services in CONNECT, CORE, and H.E.A.R.T.

Duties require a broad understanding of Biblical principles, human behavior, and social service resources available to women and children. The case manager's goal is to assist the client in identifying and overcoming obstacles that exist in employment, housing, spiritual life, legal issues, and relationships that will allow them to successfully achieve and maintain independence from Hope Ministries.

RESPONSIBILITIES

General

- Participate in the spiritual growth and Christian instruction of those who Hope Ministries serves. This can include (but is not restricted to) personal mentoring, the sharing of Scripture and Biblical encouragement, and praying with program participants. This may be in a structured setting (i.e. a classroom or chapel), or unstructured, with individual clients as the need arises.
- Serve as resource for Hope Center staff and/or volunteers providing educational information and assisting them in spiritual development of clients.
- Enhance professional development and spiritual maturity through participation in educational programs, Bible study, in service trainings, workshops, etc.
- Maintain ministry policies and procedures, objectives, and participates in assigned quality assurance and performance improvement activities.
- Work in a spirit of cooperation and mutual assistance with staff, residents, and volunteers.
- Carry, maintain, and utilize a ministry-provided cell phone for conducting the responsibilities of this position to include: availability during business hours to check and respond to emails or text messages in a timely manner ensuring client priorities are met.
- Attend WCM staff meetings (required attendance of 75%) and educational training as approved or assigned by the director and / or supervisor as opportunity allows.
- Perform other assigned duties by supervisor or the director.

Client Management

- Teach and model daily life skills, including relationships, parenting, problem solving, conflict resolution, emotional wellness, etc. to clients.
- Hold women and children residing at Hope Center accountable to upholding program requirements and working their recovery and transition plans.
- Assist clients with advocacy issues by making contact with needed community services.
- Help clients to identify boundaries and barriers that keep them from growing; develop a strategy to overcome these roadblocks.
- Observe and respond to symptoms of emotional distress in clients, providing crisis intervention as needed to maintain a standard of safety for all involved during a crisis.
- Maintain contact with aftercare / alumni clients through home visits, meetings in the community, aftercare activities, phone communication, card correspondence, and social media (Facebook, etc.).
- Maintain current documentation of all care plans in accordance with program standards.



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Programming

- Conduct Biblically-based recovery / life skills or Bible classes as assigned that could include Internet studies with aftercare clients.
- Develop and implement a Women and Children's Ministries' Alumni Association including recreation and fellowship opportunities those in aftercare and the Alumni program.

Job Readiness/Career Training

- Hi-Set Diploma
 - Coordinate HiSet classes and schedules for program participants required to obtain Hi-Set for graduation from the H.E.A.R.T. TRANSITION stage.
 - Manage tutoring and studying needs.
 - Coordinate partnership with organizations offering Hi-Set classes.
- Provide counseling to recovery residents to assist them in working through educational / employment barriers that keep them from succeeding, and work with them to develop a strategy to overcome.
- Oversee the educational and vocational plan of each program participant (women as appropriate).
- Conduct educational / vocational skills or Bible classes as assigned.

Housing Readiness

- Assist women in TRANSITION in identifying housing barriers; develop a strategy for overcoming.
- Maintain housing connections and lists to make available to women as they begin seeking housing opportunities.

QUALIFICATIONS

- Must be in agreement with Hope Ministries' Statement of Faith and Purpose, and Core Values.
- Must have a lifestyle that demonstrates moral and ethical adherence to the teachings of the Bible and an expressed desire to minister to those who are poor, needy and homeless.
- Able to lead others toward spiritual maturity and model Christ-like behaviors.
- Must have good knowledge of Scripture with an ability to apply Biblical principles to real life situations.
- Must exhibit leadership, good judgment, sensitivity, compassion, and work well with diverse groups of people, and be concerned about their needs, showing an ability to motivate and to provide tough love when appropriate.
- Must have good oral and written communication skills.
- Must be able to operate Microsoft Office programs including Word, Excel, Outlook, and PowerPoint.
- Ability to work cooperatively with staff, other disciplines and social service agencies.
- Working knowledge of resources in the community.
- Ability to consistently meet work schedule as designated.
- Possesses valid driver's license.
- Bachelor's degree in social work/related field and two years of experience in human service preferred.

Reports to: Case Management Supervisor

Employment Status: Full-time hourly / Non-exempt

Work Schedule: Some schedule flexibility is required based on client needs; some Saturdays
Monday: 8am-4pm; Tuesday: 8am-6pm; Wednesday: 7am-1pm; Thursday: 8am-6pm; Friday: 8am-2pm

Signature of Employee _____ Date _____

Signature of Supervisor _____ Date _____