



CASE MANAGER

Bargaining Unit: Professional Employees' Group

DEFINITION

Under the general supervision of the Youth & Family Services Clinical Supervisor, the Case Manager provides professional and clinical social work with high-risk adolescents, young adults, and/or families to assist them to obtain educational, health, employment and social services; coordinates and tracks all new referrals; maintains accurate case files, tracking systems and prepares reports as directed; participates in department and community meetings as necessary and may provide training and assistance to other staff or volunteers; performs related duties as needed.

CLASS CHARACTERISTICS

The Case Manager is a journey-level professional classification. Incumbents are responsible for implementing a system that encourages individuals and families to take responsibility for their own decisions from appropriate options and choices, and for empowering clients to take an active role in the development and implementation of positive outcomes. The Case Manager is distinguished from the Intervention Counselor by the latter's responsibility to provide professional counseling services to individuals and groups.

Evening and weekend work may be required, and incumbents may be on 24-hour call for emergency call-outs.

EXAMPLES OF DUTIES *(illustrative only)*

- Manage an active caseload of 20-25 clients.
- Receive, process and track all incoming case management, outreach, and counseling referrals.
- Conduct phone intakes with counseling and case management referrals and provide resources for immediate needs as necessary.
- Conduct comprehensive client assessments to collect functional, environmental, psychosocial, financial, employment, housing, educational, and health information as appropriate to develop a case plan.
- Participate in the NHUSD's Student Attendance Review Board and provide case management services for Union City youth in coordination with the Alameda County Truancy Court.
- Provide referrals for employee readiness programs, assists with employment applications and job readiness skills.
- Develop support systems to meet client needs by identifying and coordinating a variety of available services necessary to obtain family stabilization and self-sufficiency.
- Provide crisis intervention services, supportive counseling and advocacy for clients.
- Conduct home, juvenile detention center and school site visits as needed.

- Monitor and verify services provided to each client on a monthly basis to determine the quality and effectiveness of services provided.
- Prepare case notes and technical reports.
- Develops and implements new processes and procedures as needed.
- Communicate with other service providers, probation, schools, etc. as needed
- Prepare and presents training and educational programs.
- Attend meetings, trainings and workshops.

QUALIFICATIONS

Knowledge Of:

- Principles and practices of social work as applied to children, youth and families;
- Principles and techniques of interviewing, diagnostic assessment and a variety of counseling modalities;
- Family dynamics, child development and human behavior;
- The functions and organization of public assistance and social service systems;
- Medical, psychological, educational and social service resources; and
- Narrative case report writing practices.

Ability To:

- Assess undefined, potentially complex situations;
- Use diagnostic assessment tools to assess physical and psycho-social needs of clients;
- Empower clients to make positive decisions for themselves and engage them in the problem-solving process;
- Establish and maintain an effective casework relationship with clients;
- Plan, develop, and implement case treatment plans;
- Conduct home, juvenile detention center and/or school site visits;
- Communicate effectively in oral and written form with individuals from diverse ethnic and socio-economic backgrounds;
- Develop and maintain effective working relationships with community agencies and service providers;
- Make decisions and independent judgments while working effectively as a part of a team;
- Receive and provide consultation;
- Use word processing and spreadsheet computer applications (Excel, Word, etc.);
- Prepare and deliver training programs and presentations; and
- Maintain accurate records and document action taken.

Licenses and Certificates:

Possession of a valid California Class C Driver's License with a satisfactory driving record.

Education and Experience:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Bachelor's degree in social work, psychology, counseling, sociology or a related field and three (3) years of social service experience, one year of which has been with high risk youth.

WORKING CONDITIONS, ADA AND OTHER REQUIREMENTS

The City of Union City is an equal opportunity employer. The City of Union City will comply with its obligations under the law to provide equal employment opportunities to qualified individuals with disabilities.

Positions in this class typically require: sitting, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, talking, hearing, seeing, and repetitive motions.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

Incumbents generally work in a typical office environment with adequate light and temperature.

Travel: Positions in this class may require local and statewide travel as necessary.