

Case Manager – Disaster & Trauma Recovery

POSITION SUMMARY: The Case Manager – Disaster & Trauma Recovery will serve as the point of contact and provide direct case management services to disaster survivors and their families through advocacy, intake and assessment, information and referral, education, crisis intervention services and recovery services. This position requires knowledge and training in case management and trauma response in order to assess clients' needs; and develop and implement a comprehensive service plan. Knowledge of community resources are required. Ability to provide empathic support while maintaining professional boundaries are essential.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Responsibilities include the following, and other duties may be assigned:

- Coordinates various aspects of case management, including eligibility determination, monitoring and assessment of needs and services. Assists clients with needs assessment and develops a recovery plan to address disaster unmet needs.
- May prepare and present qualified cases for consideration by Unmet Needs Committee.
- Ensures that families or individuals are provided with the opportunity to make their own decisions in planning for their recovery.
- Enters client data into web based software system. Maintains all client data in a confidential manner.
- Maintains professional relationships with organizations, families and service providers.
- Prepares reports, keeps data and presents information relative to disaster case management activities to the Board, Funding sources and public as needed.
- Attends training as required.
- Complete Assessments and Program required documents approved by Department Director.
- Development of Case Management Treatment Service plan
- Crisis intervention
- Information and referrals to community resources

SUPERVISORY RESPONSIBILITIES:

- None at this time

MINIMUM QUALIFICATIONS:

- Bachelors' degree in Social Work, Mental Health or Marriage and Family, required. Master's degree, preferred
- Minimum 3 years of relevant experience disaster and trauma related case management experience, required.
- LCSW, LMFT, LMHC license, required or License eligible
- Knowledge of community resources, required
- Ability to speak fluent Spanish or Russian, a plus
- Ability to work well in stressful environment, successfully in time limited culture

- Strong computer skills and proficiency with Microsoft Office (Word, Excel, PowerPoint and Outlook), required.
- Web based client data system experience preferred
- Must have a car and a valid Florida Driver's License with proof of insurance in accordance with agency requirements and have the ability to travel within Miami-Dade County.

COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies:

- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in-group problem solving situations; Uses reason even when dealing with emotional topics.
- **Technical Skills** - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Written Communication** - Writes clearly and informatively; Able to read and interpret written information.
- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- **Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- **Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.
- **Innovation** - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.
- **Language Skills** - Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.
- **Mathematical Skills** - Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- **Reasoning Ability** - Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

ABOUT: Jewish Community Services of South Florida (JCS) is the foremost non-profit, human services agency whose mission is to improve the quality of life and self-sufficiency of the Jewish and broader communities throughout South Florida in accordance with Jewish values. Founded in 1920, JCS delivers exemplary social services through compassionate and comprehensive programs that help people stay healthy and productive.

PERKS: We are proud to offer a competitive benefits package to all full-time employees, including medical and dental plans. A generous vacation and holiday pay benefit and a 401(k) match is available. Staff receives monthly in-service training and CEU opportunities. This is a one of a kind opportunity for leadership in talent management to contribute to a team of mindful, caring and passionate people at work every day in service to our community!

JCS is a 501(c)(3) not-for-profit organization and equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, age, religion, sex, sexual orientation, disability, gender identity, gender expression, national origin, or veteran status.

Status – Full-Time/Exempt