



POSITION: Case Manager for Families Affected by COVID-19  
Transition Services (FACTS)

REPORTS TO: CEO

CLASSIFICATION: Full Time/Part Time

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#### GENERAL DESCRIPTION:

The Case Manager for the FACTS (FACTS CM) program will provide a full range of support services to families qualifying for this grant funded position. The FACTS CM will be responsible for assessment and implementation of treatment plans to help families increase their independence and functional levels during and after COVID-19. The CM will assist in accessing needed resources, follow through on required documentation, and weekly counseling support to guide families. This is a full time position requiring travel to client homes and community resources.

#### MAJOR DUTIES AND RESPONSIBILITIES:

- + Maintain accurate ledger of in person and remote interactions
- + Written ability to create programmatic offerings and communications for clients and the greater community
- + Maintain HIPPA compliance of the highest standard at all time
- + Participate in agency meetings, activities, and committees
- + Create new initiatives, policies and procedures as a new program
- + Connect with clients in an empathic manner to address issues
- + Ability to maintain composure and present with a calm and empathic demeanor
- + Maintain office facilities and follow COVID-19 protocols
- + Maintain CT licensure if applicable

#### QUALIFICATIONS

##### EDUCATION:

- + Master's degree in social work with CT licensing a plus.  
Bachelors degree in a related field will be considered.

##### EXPERIENCE:

- + Minimum of 1 year documented work history in human services

##### SKILLS & ABILITIES

- + Demonstrated ability to understand and manage online resources
- + Demonstrated ability to formulate written documents for program enhancement

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- + Demonstrated interest in working in a non-profit agency serving a diverse population
- + Demonstrated ability to engage donors and community stakeholders
- + Demonstrated ability to provide a safe and orderly schedule and office space
- + Demonstrated ability to implement the agency's policies and procedures

DATE REVISED: 09/10/20

This positions description contains the major responsibilities required to perform this job. These responsibilities may change at any time to meet the needs of our clients or agency.

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I have read this position description and fully understand the contents.

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Employee Signature

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Date