

Care Manager, Jewish Family Service

WHO ARE WE?:

Jewish Family Service of Cincinnati (JFS) is committed to hiring incredible people to do remarkable work. Our Mission: JFS strengthens lives and enhances our diverse community by providing exceptional and transformational human services. Our Vision: Guided by Jewish values, we strive for a community where everyone lives with dignity, security, and hope.

If you are wondering whether you have to be Jewish to work here, the answer is absolutely not! Jewish Family Service **values a diverse workforce**. We only care about your abilities, knowledge, competencies, and level of compassion.

JFS serves all individuals, and provides equal employment opportunities to applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, ancestry, marital status, veteran status, genetic information, immigration status, hair type, or any other protected status covered by federal, state, or local law.

Position Overview: We are seeking a dedicated and enthusiastic Intake and Program Specialist to join our team. This role is a dynamic combination of front-line customer service and program facilitation, aimed at providing excellent support to individuals seeking assistance from our care management program and managing the day-to-day operations of our activity center. The successful candidate will serve as the first point of contact for helpline callers and visitors, and will also oversee the planning, coordination, and execution of activities and events.

Role Overview:

Our Care Management team is part of the Barbash Family Vital Support Center located in Clifton. In addition to Care Management, at the Vital Support Center, we also provide food assistance through the Heldman Family Food Pantry and social and Jewish programming through our Activity Center. Our Care Management team provides support to adults in our community who are often experiencing poverty, mental health concerns, medical conditions, stage-of-life-issues, etc. We deliver excellent care to our clients and respect the dignity of each person we meet.

In this role, you will provide clients with emotional support and assist them in accessing community resources, navigating healthcare systems, and increasing financial literacy. You will have the opportunity to use your skills in multitasking, organization, and collaboration to make a substantial

impact within the Cincinnati area. Under the supervision of the Director of Care Management and Team Leader you will manage a caseload of individuals in need of an advocate, a liaison, and/or a manager to help them navigate through difficult situations.

Key Responsibilities:

- Engage directly with adult and senior clients in various living environments, fostering meaningful interactions and relationships.
- Provide comprehensive assessments of clients' emotional, physical, financial, and environmental systems in order to establish need and eligibility for financial assistance and supportive services.
- Make appropriate community and social service referrals, effectively linking clients' needs with resources and facilitate access and utilization of all available resources.
- Advocate and communicate with the client support system (family, adult children, caregivers, other professionals, and other significant people) as needed.
- Document case notes, care plans, and assessment tools in a timely manner.
- Participate in staff meetings and supervision with Director of Care Management to enhance the quality of service provided to clients and to foster professional growth and development.

Desired Qualifications:

- Bachelor of Social work required
- LSW (Ohio state license) required
- 1-3 years of case management preferred
- Works effectively independently and within a team. Seeks supervision and consultation when appropriate.
- Technological proficiency in Microsoft Office Suite (Word, Excel, Outlook) and Zoom. Experience in clinical documentation in electronic health records. Ability to quickly adapt to new software and digital tools.
- Strong written and verbal communication abilities. Outstanding organizational skills, with a knack for managing diverse and confidential tasks efficiently.
- A joyful and enthusiastic approach to work, valuing the balance between having fun and maintaining a strong work ethic.
- Must have a valid driver's license, a clean driving record, insurance, and access to a reliable personal vehicle for traveling off-site for client visits (no transporting of clients in your vehicle).

- Flexibility and adaptability in responding to evolving program requirements and participant needs, with a readiness to adjust strategies and approaches as necessary.
- Must be able to lift up to 30 lbs. as well as stand, sit, reach, stretch for extended periods of time

Why Join Us:

By joining our team, you will be part of a compassionate, mission-driven organization dedicated to making a significant impact on the lives of seniors in our community. You will have the opportunity to grow professionally, develop new skills, and work in an upbeat, collaborative, and supportive environment.

BENEFITS WE OFFER:

Jewish Family Service of Cincinnati offers a professional, friendly, and fun work environment. We also offer some compelling benefits*:

- Paid holidays: 7 national holidays, plus as many as 13 Jewish holidays every year
- Professional development: free CEUs and free group supervision (2 hours per week for LSWs working toward LISW, maximum of 6 supervisors in a group)
- Benefits: Health, Dental, and Life insurance—plus Long Term Disability coverage
- 401k, Health Savings Account or Flex Spending Account
- Relocation assistance may be provided
- Generous vacation and sick time
- Discount on individual membership at the Mayerson JCC
- Flexible work schedule
- Free onsite parking

This position description is intended to describe the general nature and level of work being performed. It is not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel in the above position.