General Position Information:
This specific job description covers the basics functions, qualifications, requirements, working conditions and skills necessary, but not limited to for successful fulfillment of this position in accordance to the standards of the company.

DOL Overtime Status: Non Exempt
Employment: Full Time
Workers Comp Code: 8842
EEOC Class: 

Pay Type: Hourly
Base Pay $16.00 / hour
Level: 6
Benefit Class: Eligible

Location: RCS Grace House
Department: Housing
Reports to: RCS Grace House Manager
Supervises: n/a

Position Summary:
The Case Manager III is responsible for providing case management for homeless families, both residing at RCS’s homeless shelter and those in the follow up program. This position assists homeless families in evaluating needs, establishing goals, and reaching goals as they return to self-sufficiency. The Case Manager III aids families in connecting to community resources to assist them in reaching established goals. This position provides guidance and leadership to Case Managers I and II, and handles some management duties in the absence of the Manager. In addition, the Case Manager III completes phone screenings and intakes, as needed.

Job Specifications/Qualifications: (Min. knowledge, skills, and abilities required)

Education/Training (or equivalent): □ H.S. Degree  ☑ College Degree*  □ Certification/License*
*A combination of education and experience may be considered
- Bachelor’s Degree in Social Work or related field preferred

Experience (Type of work experience, min. number of years):
- 5+ years of experience in a social service organization providing case management or other related participant services

Technical or Administrative Knowledge:
- Knowledge of case management
- Knowledge of Microsoft Office Productivity Tools (MS Word, Excel, outlook, PowerPoint)

Special Skills and Abilities:
- Ability to work both independently and as a team with other program staff and local community partners
- Ability to work with people in crisis and deescalate situations using verbal and nonverbal communication skills
- Knowledge of Florida laws for children and families
- Must possess a valid Florida Driver’s License and have reliable transportation

Physical Requirements and Working Conditions:
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations that do not cause an undue hardship on the company may be made to enable individuals with disabilities to perform the essential functions, as long as that would not hinder or prevent performance of duties, or be of a safety concern.

Key to denote % of time requirements necessary to perform essential functions of this job.
0% = Zero (O)  1-35% = Little (L)  36-70% = Moderate (M)  71-100% = Great (G)

L – Bending/stooping
L – Reaching above/below the waist
L – Pushing/pulling movements
L – Climbing stairs / ladders
L – Kneeling
L – Lifting
L – Operate motor vehicle
L – Operate various equipment
M – Standing
M – Sitting
M – Walking
G – Typing
G – Fine hand & finger movements
G – Color / Depth perception

- Working Conditions and Schedules:
O - Exposed at times to fumes or airborne particles, toxic or caustic chemicals, extreme heat, risk of electrical shock, and vibration.
L - Exposed to various noise levels (L= private office, M= showroom/service area, G= jackhammer/metal works/heavy equipment)
M - Available to works nights, weekends and holidays.
G - Interacting with co-workers, vendors, and customers.
- Necessary traits for this position: ☑ Seeing ☑ Hearing ☑ Talking* ☑ Reading* ☑ Writing*
  - Basic comprehension of English language using the traits* marked above for purposes of safety, management direction and job responsibility, and minimal third party interaction.
  - Proficiency of the traits* marked above in the following languages for business letters, memos, customer interaction, presentations, demonstrations, employee direction, audits, etc: ☑ English ☑ Spanish ☑ French ☑ Other _________________

Job Functions, Unique Duties, and Responsibilities:

Essential Functions include, but are not limited to, the following:

General
- Follow the administrative guidelines and policies established by RCS.
- Maintain a community image consistent with the RCS mission.
- Engage in a relationship with program staff which is proactive, mutually beneficial, fosters teamwork, and advances the mission of RCS.
- Exercise due care and stewardship of resources which are given to RCS including equipment, food, money, volunteer and staff time.
- Oversee the general physical environment for health, safety, and proper maintenance of facilities.

Supervisory
- Provide guidance and leadership to Case Managers I and II.
- Handles management duties in the absence of the Manager, such as approving extensions, completing and submitting reports, etc.

Case Management
- Maintain a caseload of approximately twelve families, including current RCS guests and families in the follow up program, as needed.
- Provide case management to RCS families, which includes, but is not limited to, evaluating needs, establishing goals, and assisting families in reaching their goals as they return to self-sufficiency.
- Provide referrals to community agencies and act as a liaison for guests for housing, child care, public schools, transportation, and other appropriate social service agencies, as needed.
- Maintains regular contact with guests to evaluate their progress with goals and recommendations.
- Maintain guests' files with current and accurate progress notes.
- Ensure guests are compliant with the RCS Grace House policies.

Applicants and Intake
- Conducts applicant phone screenings, as needed.
- Assist in the intake process, to include determining applicants’ eligibility for the program, completing intake paperwork, drug testing, assessing applicants’ needs, and developing goals and objectives for each guest.

Program Support
- Work cooperatively with the Resource Coordinator to stay informed of all available services for families.
- Document accurate service units in progress notes, the office in-house database, and external databases.
- Work closely with the Program Support Specialist to develop and maintain accurate and meaningful data on the follow up program.
- Develop and maintain relationships with community organizations providing support for families in need.
- Attend social service network meetings to represent RCS, as requested by the Manager.
- Attend trainings through RCS, JWB, and other educational facilities to advance case management skills.

Other
- Assist with other duties as assigned.

I have read and understand the above job description. I attest that I can work in these conditions, I am able to perform the job functions, and can fulfill the basic requirements/duties, to include any other reasonable requests that are asked of me. I will immediately notify my Supervisor if I am unable to comply with this job description for any reason.

Signature ____________________________________________________________  Date ____________________