**REDWOOD COMMUNITY ACTION AGENCY**

**Family Services Division**

**THERAPEUTIC FAMILY CASE MANAGER**

**POSITION PURPOSE**

Under the general direction of the Family Services Division Director and the direct supervision of the Program Manager, the Therapeutic Family Case Manager works in tandem with a Therapeutic Family Aide. These positions form the Aftercare Services Team responsible for providing comprehensive in-home supportive services for newly housed families in Humboldt County.

**ESSENTIAL JOB FUNCTIONS**

The Therapeutic Family Case Manager meets weekly with enrolled families to provide therapeutic in-home support with stabilization, parenting, self-advocacy, maintaining permanent housing, budgeting and financial literacy, bolstering the families’ health and wellness, coordinating with local providers and resources for referrals, and the day-to-day management of the household.

Specific Tasks:

* Supports and assists clients in their home and community environments, in a team approach with a Therapeutic Family Aide, on a weekly basis towards further developing and/or maintaining the skills required to sustain permanent housing.
* Ability to collaborate with multidisciplinary teams to plan treatment strategies and assist with developing and monitoring treatment plans and goals for individuals.
* Conducts intake process for participating families; including, verifying all documentation, completing required forms, etc.
* Utilizes a client-centered approach; develops an initial service delivery plan, monitors function and client’s response to interventions, and modifies plans as needed.
* Assess the individual family needs and assists with maintaining housing stability during the critical first month of their self-sufficiency.
* Serves as a primary advocate for clients, completes referrals, collaborates with community providers and resources, encourages clients to increase their natural support in the community.
* Protects client confidentiality, adheres to HIPAA practices and provides for client safety.
* Maintains accurate clinical records documenting client treatment plans, function and goal progression in compliance with Federal, State and local requirements.
* Confers with Clinical team regarding client needs and strategies to improve case management effectiveness that directly impacts clients; implements broad-based treatment modalities to meet the mental health, medical, social, and emotional needs of clients.
* Transports families to medical, psychiatric, and legal appointments; household shopping and other resources as needed to ensure stabilization and safety.
* Reports deficiencies in program operations to Division Director or Program Manager.
* Assists with all client and programmatic related paperwork and statistical reporting as assigned.
* Participates in in-service training and assists with the training of new employees as assigned.
* Facilitates group and life skills classes for participating families.
* Performs job-related errands and tasks in the community; other duties as assigned or necessary.

**JOB REQUIREMENTS**

Knowledge of and Experience With:

* Effective methods of Human Services, focusing on the issues of homelessness, addiction, treatment, recovery and harm reduction strategies.
* Effective methods of family case management with clients experiencing mental health challenges, addiction and/or trauma.
* Client centered interviewing/assessing techniques and theoretical methodology.
* Basic networked computer skills.
* Group dynamics and group facilitation.
* Local community resources and services in relationship to client needs.
* Staff development and community building.

Ability To:

* Work effectively under pressure, with an ability to manage multiple client appointments and draft timely case notes.
* Work independently and with minimal supervision in client’s homes and community spaces.
* Work well in team approach and collaborate effectively with other agencies and provider teams.
* Build therapeutic rapport with individuals of various cultures, ethnicities, viewpoints, life experiences, socioeconomic status and methods of communication.
* Establish and maintain cooperative and effective relationships with agency staff, funding source representatives and the local service provider sector.
* Communicate effectively in written, electronic and oral forms.
* Read, write, speak, and understand the English language
* Must be able to work flexible hours that may include evenings and weekends.
* Ensure and protect Agency, employee, program and client confidentiality and safety; and follow all protocols and procedures defined by this Agency and/or State and Federal laws to achieve this protection.

**MINIMUM QUALIFICATIONS**

* BA degree in social work, sociology, psychology or related field.
* Experience and/or training that can be directly related to the required job responsibilities may be substituted for education on a year-for-year basis.

**Preferred Qualification**

* One (1) year experience working with individuals and families in a residential facility, drop-in center, or in-home social service program serving the homeless, mentally ill or other low-income population.

**OTHER REQUIREMENTS**

* Must be a U.S. citizen or lawful permanent resident, and have the ability to provide proof of identity and employment eligibility in accordance with Federal law.
* Must have means and capacity to perform job-related duties with personal vehicle, as may be required, and must have proof of current automobile insurance.
* Possession of valid California Driver’s License with current DMV printout showing acceptable driving record.
* Submit to fingerprinting for criminal record clearance/background checks including child abuseindex with acceptable results.
* Proof of current (within 1 year) negative TB test, or willingness to obtain one.
* Valid First Aid and CPR certification or willingness/ability to become certified.
* Proof of required education (i.e. AA, BA, MSW, etc.).
* Personal telephone or other effective means of communication.

**ESSENTIAL PHYSICAL ABILITIES**

Employee must be able to provide the following with or without reasonable accommodation:

* Sufficient clarity of speech and hearing or other communication capabilities to enable the employee to communicate effectively.
* Sufficient vision or other powers of observation to enable the employee to review a wide variety of materials in electronic or hard copy form.
* Sufficient manual dexterity to enable the employee to operate a personal computer, telephone, and other related equipment.
* Sufficient personal mobility and physical reflexes to enable the employee to safely lift, move or maneuver whatever may be necessary to successfully perform the duties of their position.
* Sufficient personal mobility and physical reflexes to enable the employee to efficiently function in their assigned work environment, including, where applicable, the operation of motorized vehicles and equipment.

**EXECUTIVE DIRECTOR DATE**

**DIRECTOR OF HUMAN RESOURCES DATE**

***AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER***

I have read, understand, and agree to perform the job functions as outlined above:

Print Name Signature Date