



Journey of Hope Post Release Services/Home Study Program Regional Case Manager

Reports to: Regional Manager of the Post Release Services/Home Study (PRS/HS) Program

Hours: FT Position – Monday – Friday flexible based on the needs of the PRS/HS program

General Statement of Duties: The Regional Case Manager will provide personalized regional services which are appropriate and well-documented according to U.S. Office of Refugee Resettlement (ORR) requirements and HFI policies. Case Manager is responsible for assessments, service planning, service coordination, psychoeducation, advocacy, discharge planning, necessary coordination with ORR, and the completion of required documentation. They will ensure compliance with ORR and state licensing regulations. ORR will have final approval of any candidate that is hired for this position.

Please Note: Candidates will be required to show proof of being fully vaccinated against COVID-19 upon commencing employment. Reasonable accommodations will be considered on a case-by-case basis for exemptions to this requirement in accordance with applicable law. Applicants should be aware that for client-facing roles, particularly those involving close contact with vulnerable individuals, accommodations that involve remaining unvaccinated against COVID-19 may not be deemed reasonable. The Company will engage in the interactive process on an individualized basis in light of each particular role.

Essential Functions:

1. Promotes the Mission and Philosophy of Holy Family Institute.
2. Maintains client confidentiality.
3. Coordinates case management services.
4. Develops assessments, service plans, and coordination of services for clients.
5. Completes required documentation by deadlines and with accuracy.
6. Coordinates services with the local organizations.
7. Exhibits cultural competency and sensitivity.
8. Develop and maintain professional and supportive relationship with all agency staff, volunteers, ORR, CYF, ICE, VERA, and community.
9. Models and assists in the implementation of the HART and Trauma-Informed Care.
10. Manages unanticipated events and crisis situations in a positive, constructive manner.
11. Adheres to ORR, State licensing and HFI policies and procedures
12. Assists program leadership in the reporting of any additional information as needed for ORR, state licensing, and/or internal measures.
13. Exhibits cultural competency and sensitivity.
14. Maintain and report standards of quality and compliance in accordance with HFI standards.
15. Maintain a cooperative attitude with other personnel.

16. Adhere to other requests as indicated by the program director.
17. Maintain confidentiality regarding client, staff and agency information in accordance with HIPAA guidelines.
18. Communicate with Regional manager as to any problems which may arise regarding the operations/functioning of PRS/HS service program.
19. Maintain and report standards of quality and compliance in accordance with HFI standards.
20. Complete Home Study Recommendations.
21. Keep contact with clients having at list 1 meeting a month.

Minimum Requirements

Bachelor's degree in the behavioral sciences, human services, or social service fields and 2-5 years of progressive employment experience in the human service fields. Fluency in Spanish (read, write, and speak) is required. Previous case management experience is highly preferred.

Must be at least 21 years of age, have a valid driver's license, be able to perform physical activities, have good verbal, written and oral communication skills. Must have FBI and state child welfare clearances. EOE