



## Job Description

### **SAFE Passage Residential Case Manager** Program Service Specialist

**Job Title:** SAFE Passage Residential Case Manager: Program Service Specialist  
**Reports To:** SAFE Passage Program Coordinator  
**Those Reporting To:** None

#### **Summary**

The SAFE Passage Program Service Specialist is the primary staff for the provision of general case management of all clients' employment readiness, search and maintenance; supervision of community service; group planning and coordination of education and primary case management of assigned clients in the SAFE Passage program of SAFE Haven of Racine, Inc.

#### **Essential Duties and Responsibilities**

##### **General Case Management**

- Create a healthful atmosphere within the house, conducive to congenial group living.
- Enforce program rules, consequences and privileges.
- Be available as a source of case management support for all clients throughout shifts in accordance with the SAFE Passage Policy and Procedure Manual.
- Complete any non planned discharge according to SAFE Passage Policy and Procedures including all necessary documentation.
- Coordinate topics and materials for group sessions with Group Specialist and Intake Specialist.
- Collaborate with Group Specialist and Intake Specialist to administer consequences with a special emphasis on positive reinforcement for all clients including but not limited to cards, incentives and rewards.
- Create and supply both clients and staff with a copy of the scheduled group topics.

##### **BtI**

- Using the appropriate curriculum with each client in accordance with the SAFE Passage Policies and Procedures assist in implementing the BtI portion of the program including marketing and outreach, client intake, assessment, education, training and discharge.
- Assist clients in locating, applying and obtaining independent living in accordance with the residents Transitional Living Plan.
- According to HQS, certify that any independent living arrangements meet the standards and obtain release of information with Landlord.
- Conduct individual, BtI case management sessions in the absence of the Group Specialist, keeping clients on track with their Transitional Living Plans and provide documentation.
- Complete BtI reports required as directed by the SAFE Passage Program Coordinator in the absence of the Group Specialist.
- Assist clients in creating a balanced menu and grocery list to support healthy eating habits in the absence of Group Specialist.
- Facilitate regular trips to obtain groceries as well as cleaning and office supplies and transportation materials with the residents while staying within the budget in the absence of Group Specialist.

Assist clients in managing debt and making wise decisions with money management and coordinate efforts with Group Specialist in adjusting the required savings amount when money is being spent foolishly under the supervision of the Program Coordinator.

#### **Data entry and assistance**

Enter required data in the Homeless Management Information System-Service Point data within 24 business hours.

Enter all monthly statistical information into the Monthly Data Form.

Complete required Monthly Report Data and submit to Program Coordinator.

Assist in the completion of required grants/reports as directed by the SAFE Passage Program Coordinator.

#### **Education**

Within three business days following admission coordinate all necessary services in regards to clients' education including referrals under the supervision of the Program Coordinator. Maintain liaison with schools weekly concerning absences, problems, Transitional Living Plan and academic performance.

Collect and verify all clients' school attendance records and keep them in the case file in accordance with document management procedures.

Collect and verify clients' written records relevant to academic and school based behavior and performance and keep in case file.

Provide advocacy for clients for education including but not limited to Individual Education Plan's in accordance with the residents Transitional Living Plan.

#### **Employment**

Based on the concrete employment goals in the clients' Transitional Living Plan assist clients with job search, readiness, obtainment and maintenance efforts.

Assist clients with creation and maintenance of a money management budget.

Assist clients in obtaining accounts for money management.

Ensure that all clients save a minimum of 30% of income used only for independent living after discharge.

#### **Community Outreach**

Assist all clients in setting up volunteer and community service efforts with local community agencies in accordance with the Transitional Living Plan and the policies and procedures, under the supervision of the Program Coordinator.

Follow up with both the agency of placement and the client and document progress and outcomes in the case file as well as report to staffings.

#### **Primary Case Management**

Serve as Primary Case Manager for specific clients as assigned by Program Coordinator.

As Primary Case Manager complete a Transitional Living Plan with each resident and the Intake Specialist. Record progress made in Transitional Living Plan, case file and report at client staffings.

As Primary Case Manager assist clients in choosing types quantity and frequency of services provided with input from weekly staffing.

Record services provided in the case file in accordance with the Safe Passage Policy and Procedure Manual.

Collect and verify all clients' Employment Search Forms and maintain records in clients' file.

Verify savings efforts (minimum of 30% for independent living) with clients and maintain up to date documentation in file.

#### **House Management**

Once a week complete a thorough bedroom check for each resident including searching all residents' possessions rooms and furnishings and report findings in communication log, case file and report during staffings.

Verify and document before the end of every shift that client chores have been completed and the SAFE Passage Facility is clean and in compliance with SAFE Passage Policies and Procedures.

Respond to business related telephone communications.

Receive, sort, package, and send all incoming and outgoing client mail.

Coordinate and as necessary perform all yard work to be completed in a timely manner including but not limited to (cutting grass, shoveling snow, pulling weeds, picking up trash, raking leaves, and proper disposal of same).

**Communications and Meetings**

Ensure services are provided in keeping with including but not limited to communication via email, face to face, telephone and communication log.

Attend required staffings and staff meetings.

**Other**

Continue professional growth through independent study and attendance at training sessions and workshops.

Other duties, as time permits, at the discretion of the SAFE Passage Program Coordinator and/or Executive Director.

**Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience**

Experience in the provision of human services very strongly preferred.

Prior agency experience very strongly preferred.

Prior SAFE Passage Case Management experience preferred.

A degree in human services is strongly preferred.

**Language Skills**

Very good oral communication skills, including active listening skills.

Must be able to read, write and speak English fluently.

Bilingual Spanish language abilities preferred.

**Computer Skills**

Must possess basic computer skills, including word processing (Microsoft Word), databases (Microsoft Access) and Internet communications.

Prior experience in RHY MIS strongly preferred.

**Other**

Must be at least 18 years of age.

An understanding of the significance of confidentiality and agreement to maintain this policy in all areas of agency work.

Successful completion of a State of Wisconsin Department of Justice Criminal Background Check.

Successfully complete a Wisconsin Department of Transportation Vehicle/Driver Record Information Request MV2896.

Maintain minimum of \$100,000 automotive liability insurance, and submit documentation of same.

Must successfully complete the SAFE Haven basic training program within thirty (30) days of hire.

Empathy for people who are often in difficult circumstances.

Excellent problem solving skills and mature judgment.

Must be available to work weekends and holidays.

**Physical Demands**

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 may be made to enable individuals with disabilities to perform the essential functions.

Must be able to climb three flights of stairs in 90 seconds.

Must be able to handle stress and work well under pressure.

Must be able to keep an emotional distance from the clients.

Must be able to handle crises.

### **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The facility is a community based residential group home in an urban inner city environment. Clients present with many issues including, but not limited to, physical, sexual, and/or emotional abuse, alcohol and other drug use, mental health issues, physical health problems, and problems with family dynamics.

### **Status**

This position is a nonexempt full time salary position not eligible for other employment with SAFE Haven of Racine, Inc. It is the policy of SAFE Haven of Racine, Inc. that no nonexempt employee work more than 40 hours per week.

### **Required Hours**

Supervisors will advise employees of the times their schedules will normally begin and end. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week. Under no circumstances is any nonexempt employee to work more than forty (40) hours within a week without prior written supervisory approval.

SAFE Haven of Racine Inc. is an Equal Employment Opportunity/Affirmative Action Employer which affords employment opportunity to all applicants without regard to race, sex, sexual orientation, age, marital status, color, religion, national origin, handicap, disability or status as Vietnam-era or special disabled veterans; and is in accordance with applicable Federal laws and in compliance with the Americans with Disabilities Act.

This job description is subject to addition, amendment, change or revocation at any time without prior notice. The revised information may supersede, modify, or eliminate the existing job description.

A current copy of this job description must be provided to the employee, and maintained in the personnel file.

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Signature

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Date