



Job Description  
**SAFE Passage Residential Case Manager**  
Intake Specialist

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

### **Summary**

The SAFE Passage Intake Specialist is the primary staff for the provision of admissions, orientations, progress of goals, and discharges of clients of 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.
- Facilitate groups with clients in accordance with the SAFE Passage Policies and Procedures.
- 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 Program Service Specialist.
- Monitor residents who present mental health issues and continually assess mental health needs including the need for referrals for assessments, treatment and medications in accordance with the Transitional Living Plan and record in case file.
- Present updates on clients mental health issues and use of medications in staffings and record in case file.
- Collaborate with Group Specialist and Program Service Specialist to administer consequences with a special emphasis on positive reinforcement for all clients including but not limited to cards, incentives and rewards.

#### **Admissions**

- Provide potential clients with an Initial Application and Criminal Background Check (CBC) and then run that check and document the findings in the case file.
- Review the initial intake form and Criminal Background Check from the applicant and assess whether or not the potential client meets admission criteria, if yes then contact them to schedule an appointment for them to come in for an intake, if no then present the case in staffing and contact the applicant with the referrals.
- Complete an individual intake process with each applicant seeking services.
- Assess the applicant's potential for compliance with program rules.
- Assign new clients with a sequential client number.
- Contact a volunteer nurse within twenty-four (24) hours of the resident's admission to arrange for a health assessment.
- Search new intakes of their self and possessions, which shall be performed by a same gender staff person, in the presence of another staff member.

Record all possessions brought into the facility on the "Possessions Log" at the time of intake. Take a picture of the resident and place in the resident's file.

Provide an orientation for the new resident that includes provision of a Residential Handbook, a discussion of the house rules, a tour of the building, assignment of a room, bedding for bed and introductions to the staff and other residents.

Train all new residents on proper laundering of clothing and linens and ensure residents are using these appliances appropriately and in accordance with policies and procedures and create and post a schedule for laundry to be completed.

Complete a written transitional living plan with each youth and primary case manager and update the plan and progress made on the form. Present that plan and progress made in staffing.

Ensure each resident's Transitional Living Plan accurately reflects the needs for services in regards to Alcohol and other Drug Abuse, sexual behavior, mental and physical health issues.

Assess client's assets and report in staffings and record findings in accordance with SAFE Passage Policies and Procedures.

### **Discharges**

Determine the length of stay and approximate date for discharge and record in the service plan at time of intake.

Offer aftercare services to all clients and provide aftercare services in accordance to the aftercare plan which may consist of individual, group, family and/or peer services offered by SAFE Passage and/or coordinated through referrals to other agencies.

Complete follow-up telephone interviews of all clients at (3) three and (6) six month intervals following discharge. A third follow-up telephone interview shall be conducted (1) one year after discharge in accordance with the SAFE Passage Policies and Procedures. Record Follow-up calls in the case file, indicating the date, time and content of the call.

### **Data entry and assistance**

Enter required data in the Runaway and Homeless Youth Program Management Information Systems well as 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.

### **House Management**

Ensure that client files current and former are kept in accordance with the document management procedures.

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.

### **Communications and Meetings**

Ensure services are provided in keeping with policies and procedures 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 experience strongly 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.  
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.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date