



Pathway Of Hope Case Manager

Job Description Template

Corps/Department: Click or tap here to enter text.

Position Title: Click or tap here to enter text.

Reporting Status: Click or tap here to enter text.

Employment Classification: Click or tap here to enter text.

Salary Grade: Click or tap here to enter text.

GENERAL STATEMENT: The Salvation Army is a branch of the Christian Church, and the ultimate goal of all programs is a spiritual regeneration of all people.

MISSION STATEMENT: The Salvation Army, an international movement, is an evangelical part of the universal Christian Church. Its message is based on the Bible. Its ministry is motivated by love for God. Its mission to practice the Gospel of Jesus Christ and meet human needs in His name without discrimination.

JOB SUMMARY: The Pathway of Hope (POH) initiative of The Salvation Army aims to provide strengths-based intensive case management services to families who desire to take action to break the cycle of intergenerational poverty and move from crisis to self-sufficiency.

The Case Manager will provide ongoing support and expertise through comprehensive assessment, planning, implementation, and overall evaluation of clients' needs utilizing the strength's-based perspective and motivational interviewing. The Case Manager will assess the housing, health, financial, and psychological needs of program participants, as well as collaborate with the Salvation Army Corps and community partners for a holistic and wrap around approach that will aim to meet identified goals in the client's individualized action plan and create an environment of stability and a network of support. The Case Manager will follow through on all assigned cases.

The Case Manager will be expected to keep track of case notes and case plans through the collection and reporting of client data into identified social services management system; WellSky Community Services. The Case Manager provides services according to the standards of The Salvation Army, that are culturally competent, ethical and promote a healthy, balanced lifestyle.



ESSENTIAL DUTIES AND RESPONSIBILITIES:

Case Management:

- Participates in all trainings for Pathway of Hope & WellSky Community Services; including but not limited to Strengths Based Perspective, Motivational Interviewing, Trauma Informed Care/De-Escalation, and Stages of Change Model
- Determine client eligibility for POH services and/or financial assistances available through Click or tap here to enter text. Corps
- Conduct intake and assessments such as URICA, Client Sufficiency Matrix, Personal Strength's, and Herth Hope Index
- Develop an individualized action plan and set of goals for each client
- Provide on-going case management/assessments for clients at 30, 60, 90 and 12 months; with an additional year of follow up after completion of Pathway of Hope
- Provide referrals to clients on housing, health benefits, financial support, and available community and public services
- Record and maintain accurate and thorough client data utilizing WellSky Community Services
- Respects and adheres to client privacy guidelines (HIPAA, 42 CFR and relevant POH guidelines)

Corps Integration:

- Support client's spiritual growth by connecting them to the local corps officer and/or ministry leader for pastoral care.
- Keep up to date with corps programming and opportunities for engagement with the local corps including, but not limited to: summer camps, vacation bible school, adult bible studies, after school programs, troops, music, and other youth activities.
- Support relevant corps events by providing Pathway of Hope promotional materials, information, and client referrals.

Community Collaboration:

- Network with outside appropriate agencies and build relationships with community partners
- Create and maintain a current file of appropriate community resources for staff use
- Attend community outreach events to promote Pathway of Hope and provide information on The Salvation Army.

Other:

- Attend monthly case management meetings to update the team concerning service plan progress and emerging needs
- Participate in meetings with the Divisional Pathway of Hope Coordinator
- Compile monthly statistical reports as required by the Division
- Maintain positive working relations with Salvation Army representatives, volunteers, and all agencies providing services to clients
- Other duties as assigned by the management team

MINIMUM QUALIFICATIONS:

- Bachelor of Arts in Social Work preferred or related field and/or minimum of 2-3 year of Case Management experience
- Must possess a valid class C California driver's license
- Minimum one year of experience working with low-income and/or homeless families
- Must be able to pass a criminal background check
- If working in vicinity of children, a criminal background check is required, with certification for Protect the Mission (PTM) policies and procedures

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of the unique issues of homelessness
- Ability to work with diverse populations in a trauma informed, sensitive and non-judgmental manner
- Basic understanding of mental health disorders
- Knowledge of Strength's Perspective, Stages of Change Model, and Motivational Interviewing
- Ability to read, write, speak, and understand English
- Bilingual English/Spanish is preferred
- Proficient in Microsoft Windows and use of Word, Excel, and PowerPoint

PHYSICAL REQUIREMENTS: Must be able to sit, walk, stand, bend, squat, climb, kneel, and twist on an intermittent or sometimes continuous basis. Must be able to grasp, push, pull objects such as files, file cabinet drawers, and reach overhead. Must be able to lift up to 25 lbs. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception and ability to adjust focus. Must have the ability to operate a telephone, a desktop or laptop computer, as well as the ability to access the produce information from a computer, and to understand written information.

Qualified individuals must be able to perform the essential duties of the position with or without accommodation. A qualified person with a disability may request a modifications or adjustment to the job or work environment to meet the physical requirements of the position. The Salvation Army will attempt to satisfy requests if the accommodation needed is reasonable and no undue hardship would result.

WORKING CONDITIONS: It is important for the case worker to be highly motivated, and a self-starter. Most work will be done in the community, with some desk work. Business casual attire during office and client visits. May need to wear business attire for certain functions. Attendance in trainings and meetings is required.



MISCELLANEOUS: The information in this job description indicates the general nature and level of work performed by an employee in this classification. It is not to be interpreted as a comprehensive inventory, or all duties, responsibilities, and qualifications of employees assigned to this job. Management has the right to add to, revise, or delete information in this description. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions of this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by management. This document does not create an employment contract, implied or otherwise, other than “at will” employment relationship.

