

**CATHOLIC CHARITIES OF CHEMUNG/SCHUYLER
POSITION DESCRIPTION**

POSITION TITLE: Residential Case Manager II **STATUS:** Non-Exempt – 35 hrs/wk
DEPARTMENT: Emergency Services **LOCATION:** Elmira, NY

PRIMARY FUNCTIONS:

Under the supervision of the Director of Emergency Services, the Residential Case Manager's (RCM II) core function is the coordination of care for resident services in the Community Based Residential Program and the Emergency Shelter. The RCM II will collaborate with the Department of Corrections (DOC) to provide services to the Community Based clientele. All participants being served will receive the following provisions such as, but not limited to; Securing housing, education (teaching knowledge and skills), support (recognizing successes and assisting with challenges) and accountability (ensuring that all individuals are receiving the services they need and the program follows all contractual and regulatory obligations).

The RCM II will provide direct services to residents; prepare assessments; develop and implement individual service plans; assist residents in achieving goals; teach and/or assist residents on establishing stable housing, communication and self-advocacy skills make referrals and advocate for community-based services; assist in accessing and maintaining entitlements/benefits; assist residents in meeting the obligations of tenancy.

SPECIFIC DUTIES:

1. The RCM II will meet regularly with the Director of Emergency Services to review file documentation. The RCM II is responsible for file documentation in accordance with funding regulations, agency policy, procedure, or business practice.
2. The RCM II will participate in agency orientation of program operations, policy, procedure, goals and objectives.
3. The RCM II will facilitate the integration of the resident into the community, using community-based services whenever possible.
4. The RCM II maintains accurate case file records and reports based on the requirements of each funding source/program.
5. The RCM II will be responsible for working with an at-risk population referred by the Department of Corrections.
6. The RCM II will be responsible for the completion of client drug screenings requiring the handling of urine.
7. The RCM II will be responsible for the documentation, development, and/or implementation of the following: assessments, service plan goals, hospitalizations, discharge planning, progress notes, and income in accordance with each residential housing program, insuring that the completion of these documents is in accordance with agency policy, procedure, or business practice. Documentation includes both written and data entry as required.
8. The RCM II will be responsible for the renewal of file documents with expiration dates that include; Release of Information (ROI) and/or Consents to Release Information and income verification.
9. The RCM II is responsible for insuring that the 605 College avenue property is maintained at agency standards: reporting to the PC the need for household furniture/supply replacement or property maintenance in accordance with agency policy, procedure, or business practice.
10. The RCM II will assist, as needed, residents in complying with treatment/service providers, insuring that there is no lapse in service/funding.
11. The RCM II will act as an advocate/mediator for residents establishing tenancy with landlords and, employment, funding related issues.
12. The RCM II will act as a resource and assist residents transitioning from the program to a more/less restrictive level of care, insuring a continuity of care with providers and funding streams.
13. The RCM II will act as a resource to ensure that the resident has access to services and to ensure that the rights and confidentiality of the resident are not overlooked or denied.
14. The RCM II will conduct housing inspections to establish housing. RCM II will communicate concerns with the PC to transition from RSP/Emergency Shelter.
15. The RCM II is required to attend staff meetings, treatment team / provider meetings, and staff development/training seminars in accordance with agency policy, procedure, or business practice.
16. Other duties as assigned.

TITLE OF DIRECT SUPERVISOR: Director of Emergency Services

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QUALIFICATIONS:

Associates degree in Human Services or equivalent experience.

Two years' experience in Human Services or related field.

A combination of education and experience may be substituted at the discretion of the Executive Director.

ADDITIONAL REQUIREMENTS:

- Possess excellent verbal and written communication skills.
- Ability to multi-task and prioritize duties.
- Willingness to foster agency, department and program wide cooperation and team work through use of positive/constructive communication techniques.
- Ability to maintain absolute confidentiality in regards to all records reviewed including consumer records, employee records and billing records.
- Proficiency and experience with PC's and Microsoft applications.
- Ability to analyze and interpret data and to handle problem resolution.
- Possession of a valid NYS Driver's license and a driver's record considered acceptable by agency and insurance carrier.
- Continuous use of a reliable, registered and insured vehicle.
- Demonstrate commitment to Agency Mission Statement.
- Ability to understand the concept of "mandated reporter" and is diligent in reporting situations to the proper authorities when children may be at risk for abuse and/or neglect.
- Correctly follow procedures for mandated reporting and responding.
- Background checks may be required per program regulations.
- Compliance: Adheres to all applicable federal and state laws and regulations including, but not limited to, those governing confidentiality, privacy, program, billing and documentation standards. All duties must be performed in accordance with CCDR's corporate compliance and ethics program.

Ability to meet the following physical requirements with or without reasonable accommodation:

- Use hands to manipulate, handle, feel, and control items or equipment, including motor vehicle;
- Stand, sit, walk, bend, stoop, kneel, and reach;
- Climb up or down stairs;
- Able to reach above or below shoulders;
- Occasionally lift or move objects weighing up to 10 lbs;
- Sitting at a desk or in a vehicle for long periods of time to perform certain job functions;
- Be able to read write and interpret written documents.