

**DEPARTMENT: Residential- Gradys Way DATE: 07/25**

**JOB TITLE: Youth Supported Case Manager BAND: 2**

 **STATUS: Non-Exempt**

**QUALIFICATIONS**

**Education/Experience**

* Associate’s degree in human services with 1-3 years working with individuals who are seriously or persistently mentally ill (SPMI) or with youths
* High School Diploma or equivalent with 3-5 years of experience working with individuals who are seriously and persistently mentally ill (SPMI) or with youths
* General Knowledge of Social Service and Mental Health delivery systems.

**Skills**

* Demonstrated ability to establish and maintain a professional relationship with clientele and personnel within and outside the Agency.
* Ability to communicate orally and in a written form in an organized and concise manner.
* Flexibility and ability to multi-task.
* Ability to think creatively.
* Ability to negotiate and advocate in the community on behalf of clientele.
* Computer skills as necessary.
* A Valid NYS Driver’s License with 4 points or less.
* Organized skills to meet assigned situations and work demands.

**RESPONSIBLE TO**

**Program Manager**

**MAJOR FUNCTIONS**

**Administrative**

* Required to follow all Agency policies and procedures, using the Policy and Procedure Manual as a reference.
* Required to understand and abide by those laws, regulations, policies, and procedures that are applicable to the program/service which you are providing.
* Required to report any known or suspected violation of laws, regulations, policies and procedures related to programs/services of the agency.
* Provide and complete screening, interview, and placement
* A) Selecting an apartment site

B) Purchase furniture and equipment to set up an apartment

C) Inspect apartment upon vacancy/discharge

* Required to maintain accurate statistical records and files on program participants and activities, including but not limited to individual client records, schedules, mileage records, client related appointments, income verification and leases.
* Review/update program records and statistics for accuracy as directed by supervisor.
* Carry out program goals commensurate with policies and procedures.
* Engage in supervision on a regular basis with the Program Manager.
* Act as a team player

**Client/Program Related**

* Assess client needs and provide intensive support to clients including support plans, progress notes, advocacy, support, monitoring, and additional case management services to clients.
* Participate in and/or schedule client meetings with community service providers.
* Assist clients with obtaining benefits including ID, SNAP, DSS benefits and rental payments.
* Refer recipients to additional services needed to maintain their housing.
* Provide weekly face-to-face contact with clients.
* On call, when necessary, after hours.
* Provide concise, through documentation of all staff/client interaction as it occurs.
* Dwelling surveys annually.
* Carry a case load as assigned by Program Manager
* Provide services as outlined in the Policies and Procedures required by the Office of Mental Health and OTDA.
* Develop thorough knowledge of programs.
* Be aware of community resources and utilize the same as relevant.
* Maintain client confidentiality.
* Appear in court as necessary to represent agency rights.
* Participate in providing applicable community links.

**Catholic Charities Agency and Community Related**

* Attend staff meetings when necessary.
* Participate in training sessions, workshops, and/or conferences with Catholic Charities and the community as necessary and relevant.
* Act as a representative of Catholic Charities on required committees such as Housing and Homeless Committee
* Coordinate with appropriate community agencies, organizations and committees.
* Perform other duties with the organization, as directed.

This job description is not intended to be all-inclusive, and employees will perform other job-related duties as assigned by immediate supervisor or other management staff as required. Catholic Charities of Oneida Madison County reserves the right to revise and change job duties and responsibilities as the need arises. This job description does not constitute a written or implied contract of employment.