

## **Haven House Services Job Description**

**Job Title:** CAP Case Manager  
**Department:** Community Alternatives Program  
**Reports To:** Program Coordinator  
**FLSA Status:** Non-Exempt  
**Last Reviewed:** 9/16/16

### **SUMMARY**

Case managers are responsible for developing and implementing service plans in coordination with juvenile court, and linking families to community resources.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Provides case management to arrange, link and/or integrate multiple services across all levels of client and family needs.
- Attend court sessions as needed, to report/document case outcomes that affect the client.
- Confers with juvenile court, schools, youth's family, and other service providers on each participant's progress.
- Acts as an advocate for clients and families.
- Develops and implements service plans in coordination with juvenile court.
- Keeps accurate client records which are updated in a timely manner.
- Provides crisis response to youth in the program.
- Maintains direct contact and provides surveillance and monitoring of court involved youth in accordance with juvenile court requirements.
- Serves as positive role model for youth and family.
- Participates in agency trainings.
- Aids youth and family in the use of appropriate problem-solving skills.
- Participates in agency outreach and fundraising events.
- Demonstrates a willingness to assist in other agency programs as needed.
- Acts as a custodian and demonstrates responsible and ethical use of agency property and facilities.
- Displays sensitivity to the service population's cultural and socioeconomic characteristics.
- Strives to embody the agency's Code of Ethics while working towards the agency's Mission.
- Learns and demonstrates Agency-wide Competencies including the areas of consumer and community relationships, continuous individual and agency-wide improvement, vision and purpose, respect and teamwork and positive leadership.
- Learns, develops, and models Positive Youth Development core competencies resulting in capacity to contribute to the mission of Haven House Services and be a resource to our youth and families, other partner organizations, and our community
- Other duties as assigned.

### **QUALIFICATIONS**

**Education:** Bachelor's degree in a human service field from an accredited institution

**Experience:** Two years of related experience and/or training with juvenile court involved youth. Knowledge of the NC Juvenile Court System, local community resources, and experience with client documentation and file management.

### **Physical Demands/Working Conditions:**

- Exposure to outside weather conditions
- Must conduct client home visits
- Must utilize personal vehicle for transporting clients
- Potential exposure to bloodborne and/or airborne pathogens

- Required participation in the 24 hour on-call rotation
- Evening and weekend hours required

**Other Requirements:**

- Valid North Carolina Driver's License and satisfactory driving record
- Acceptable background report
- Negative drug screen
- Proof of current and valid car insurance

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_