

Hudson River Housing, Inc.
Position Description

Position: Care Manager

FLSA Category (Check one): Exempt Non- Exempt

Primary Site Assigned to: Hudson River Lodge

Immediate Supervisor: Director of Resident Services/ Resident Services Manager

General Description:

The Care Manager is responsible for providing services to families and individuals in their assigned program. These services may include providing general information about program, crisis intervention services, developing comprehensive goal-oriented service plans, providing an appropriate level of guidance and support, facilitating referrals, and serves as advocate on behalf of participant to assist them in securing services, entitlements and support to reach their goals.

Principal Duties:

1. Providing general information about program, crisis intervention services, and may screen or participate in the screening of applicants for acceptance into program.
2. Orienting participants to program and conducting intake interviews to collect information and assess the needs and strengths of program participants.
3. Developing comprehensive goal-oriented service plan in conjunction with program participant and where appropriate their family members, service providers and/or significant others.
4. Providing an appropriate level of guidance and support to assist participants in meeting basic needs, addressing their service plan goals, overcoming challenges and coping with disappointment.
5. Facilitating referrals and serves as advocate on behalf of participant to assist them in securing services, entitlements and support to reach their goals.
6. Sharing information with other program staff members and collaborating with outside service providers to ensure participants needs are addressed in a coordinated manner.
7. Providing individual, group and family counseling in accordance with goals and participants' case plan.
8. Facilitating or arranging for facilitation of workshops, support groups and other activities to help participants develop living skills, increase interpersonal relations and support systems, maintain healthy life styles and enrich their lives.
9. Monitoring participants' compliance with program rules and requirements, intervening to stabilize crisis situations and delivering positive and negative consequences in accordance with program procedures.
10. Monitoring progress toward service plan goals at regular intervals establishing new goals and strategies as needed.
11. Participating in applicant interviews, case reviews, staff meetings, training sessions, supervisory meetings, committee meetings, agency events, and other activities as directed.
12. Monitoring confidential participant files, case notes, records and reports as requested.
13. Assisting participants in preparing for discharge, developing a discharge and/or aftercare plan, and maintaining agreed upon follow-up contact.

14. Providing general office support, operation support, and assistance with general program management when necessary and as directed.
15. Participating in planning efforts to evaluate program's effectiveness, identify needs and trends, and develops strategies to overcome challenges and enhance program quality.
16. Obtaining ongoing training as required and as necessary to effectively perform duties and provide professional growth.

Qualifications:

Education/Knowledge: BA/BS in human service field or equivalent combination of education, training and experience.

Experience: Two years related work experience with youth population. Must have competent reading and writing skills along with strong communication skills. Mental health experience preferred.

Required Behaviors: Must have excellent organizational skills and have the ability to prioritize the demands of the job. Must demonstrate sensitivity toward the Program's target population, and ability to comfortably and effectively relate to individuals of diverse backgrounds, and be respectful of cultural differences. Must be responsible, non-judgmental able to work independently and as part of a team. Must have a strong commitment to personal and professional ethics and standards and be able to set and maintain appropriate boundaries with Program participants. Must be dependable and flexible.

License Requirements: Valid NYS Driver's License required. Must have a valid license to transport clients as necessary and/or to be able to get to the various worksites located throughout the agency. Proof a valid car insurance policy is necessary when required to use personal vehicle for travel.

Physical Demands: Must be able to climb multiple sets of stairs. Must be able to lift a minimum of 25 pounds to assist with youth moving in and out of apartments.

Other: Home or cellular telephone required. Basic computer literacy necessary. Specific clearances may be necessary depending on position being hired for.

Hudson River Housing is dedicated to maintaining a work environment that is free from harassment and discrimination on the basis of age, race, creed, color, national origin (including ancestry), religion, gender or sex, gender identity or expression, sexual orientation, pregnancy (including childbirth and related medical conditions), alienage or citizenship status (unless required by law), disability, reproductive health decision making (including, but not limited to, the decision to use or access a particular drug, device, or medical service), marital status, partnership status, caregiver status, domestic violence victim status, familial status, military status, unemployment status, genetic information (including genetic characteristics), or any other protected status under federal, state, or local laws. Hudson River Housing is dedicated to the fulfillment of this policy with respect to all aspects of employment, including, but not limited to, recruiting, hiring, placement, transfer, training, promotion, compensation, termination, and all other terms, conditions, and privileges of employment

Employee Signature: _____ Date: _____