

JOB DESCRIPTION

CASE MANAGER / COORDINATOR

The Case Manager/Coordinator shall be responsible for assisting in all areas necessary to the development, well being and security of the clients. The Case Manager / Coordinator shall report directly to the designated supervisor.

Duties and Responsibilities:

- Assess client needs through interview and chart/history review
- Maintain active caseload roster, charting progress notes and attendance
- Assist with creating and maintaining all schedules for outreach and client activities
- Prepare reports and maintain confidential individual case summaries
- Refer participants to other programs as needed
- Supervise, develop and train outreach workers, volunteers, and peer support counselors
- Maintain contractual documentation associated with clinical mental health services including psychosocial assessments, progress notes, diagnostic assessments and referrals
- Establish and maintain relationships with social services agencies
- Coordinate billing with Medicare and other social service agencies
- Ensure all in-take standards, mental health processes and procedures are followed by all team members
- Manage special projects as assigned
- Maintain all confidential client records and databases to ensure HIPAA compliance
- Create action plan as necessary
- Enforce agency rules and policies
- Ability to work some nights, weekends and holidays
- Demonstrate sensitivity to the issues and concerns of the populations served by the agency
- Regular attendance and punctuality expected and required
- Be flexible for a wide range of tasks from the routine and predictable to the unique and unexpected

THESE DUTIES AND RESPONSIBILITIES ARE SUBJECT TO CHANGE AS DEEMED APPROPRIATE AND NECESSARY BY SENIOR STAFF MEMBERS

QUALIFICATIONS

1. BA/BS in Psychology, Human Service, or related field
2. Minimum 3 years experience working with youth and the LGBTQAI population
3. Experience with HIPPA regulations a must
4. Computer literacy in Microsoft Office (Word, Excel, Outlook)
5. Bilingual (English/Spanish) a plus
6. Demonstrate cultural competency working with African Americans and/or Hispanics
7. Demonstrate strong communication and people skills
8. Resourceful and willing to travel locally
9. Valid New Jersey driver's license