

LADRM Job Description

Job Title: Case Manager

Summary: Case Managers are employees of or volunteers assigned to a Participating Agency charged with performing Disaster Related Case Management.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Makes contact with individuals or families as soon as feasible.

Secures and maintains appropriate "Release of Confidential Information" forms for each client.

Helps clients develop a Recovery Plan by jointly reviewing the assistance they have received, identifying any unmet urgent needs, and determining possible sources for gaps in resources.

Refers the client to another program or agency where appropriate.

Presents individual cases to the Case Manager Meetings and the RCC, when appropriate.

Follows up with other agencies to assure that assistance commitments have been met.

Remains in contact with the client until the disaster-related needs are met and/or the case is closed.

Recommends to Project Manager closing or referring the case when no more can be accomplished, being certain to take time for closure with the individual or family.

Keeps detailed records of every case, every home visit, every referral and every contact with resources on client's behalf.

Networks with other agencies to stay informed about services and resources.

Respects confidentiality at all times, at home, in public, in committee meetings and in consultations.

Attends training sessions as recommended by the Case Management Administrator and as approved by the Participating Agency.

Enables clients to take responsibility for their recovery, acting as advocate and facilitator as opposed to rescuer.

Supervisory Responsibilities

Competency

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Language Skills

Mathematical Skills

Reasoning Ability

Computer Skills

Certificates, Licenses, Registrations

Other Skills and Abilities

Other Qualifications

Physical Demands The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.