Position Posting

New Leaf Case Manager

JOB TITLE:  New Leaf Case Manager

REPORTS TO: Residential Program Manager

CLASSIFICATION: Full Time, (1.0 FTE) exempt (to include evening and weekend work as

the program demands). The position is grant funded and contingent on the availability of

new and continuing grant funding.

TO APPLY: Submit a detailed cover letter, resume, and three professional references to René Redd via email at rene@saopseoh.org by May 27, 2022. Interviews will take place at SAOP’s main office in Nelsonville, Ohio.

JOB SUMMARY

The Survivor Advocacy Outreach Program (SAOP), a growing nonprofit rape crisis/domestic violence program, believes that everyone has a right to a life free of violence. SAOP serves 9 counties in the Southeast Ohio region and is expanding its reach and programs to include crisis intervention, residential services, and social enterprise divisions. As such, SAOP is searching Case Manager to oversee case management of all New Leaf program participants.

The New Leaf Case Manager is responsible for weekly case management of all program participants ensuring each are meeting program requirements, have access to timely services provided by qualified mental health therapists and medical/dental needs.  In addition, the New Leaf Case Manager screens applicants to the program, following program guidelines. The Case Manager is responsible for managing outreach to community providers, and related social service agencies as well as to potential clients.

QUALIFICATIONS & REQUIRED SKILLS:

* Bachelor’s degree in human services, social services or a related field or years of experience will be considered in lieu of a degree.
* At least three (3) to five (5) years’ experience in working directly in social services, including direct contact with vulnerable populations, preferably with a non-profit organization.
* Strong team building skills, proven project management skills, ability to allow autonomy without micro-managing.  This includes managing and guiding group efforts as well as organizational efforts.
* Excellent reading, analyzing, speaking, writing and interpersonal communication skills.
* Developed and professional interpersonal skills, attitude and appearance.
* Prior experience in similar role or extensive experience within a non-profit highly desired.
* Requires detailed oriented individual with the ability to apply complex policies and procedures within parameters given.
* Proven track record working with clients/residents, employees/volunteers, donors and the community.
* Demonstrated ability to use initiative and resources to guide, advise and help residents as well as prioritize and handle competing priorities.
* Intermediate to advanced skill level in computer software including Word, Excel, Outlook, and all MS Office Suite-all versions.
* Proactive approach that is looking for ways to maintain and improve processes and help people by applying creativity and flexibility to achieve outcomes.
* Ability to pass a Background check.
* Possess and maintain current Driver’s license and retain auto insurance as law requires.

ESSENTIAL DUTIES:

* Work involves planning, developing, implementing, and monitoring access and eligibility to social service programs.
* Coordinates delivery of services through effective management of resources.
* Collects, organizes, analyzes, and prepares material in response to requests for information, complaints, and reports.
* Oversee timely collection of accurate resident documentation and program service data.
* Create and maintain community partnerships, community groups and agencies as required.
* Identify measures of success, including resident satisfaction and program effectiveness in conjunction with other staff members and Executive Director.
* Maintains all program participant records by reviewing case notes; logging events and progress.
* Develop a climate providing motivation, participation and opportunities for residents to thrive in community living and recovery.
* Maintain drug and alcohol-free home.
* Ability to work in a constant state of alertness and safe manner.
* Establish good working relationship with other team members.
* Foster positive communications and relationships with residents, staff and community members.
* Keep up to date on industry trends and developments.
* Adhere to company policies and procedures.
* Actively participate in meetings as requested.
* Other duties as assigned.

OTHER DUTIES:

* Maintain accurate records of services provided
* Maintain participation in state and regional networks
* Continue professional development
* Work closely with other client service providers/SAOP staff on cases requiring multidisciplinary services
* Support SAOP volunteers and interns as needed
* Report scheduling conflicts, problems, or other concerns to direct supervisor

SALARY & BENEFITS

Base salary is $41,600 per year with health expense stipend ($441.67 single with no dependents/$891.67 married or has dependents), 5% base salary pension contribution (employer sponsored), short/long-term disability and life insurance (employer sponsored), 40 hours of PTO per quarter, and work related travel reimbursements ($.45 per mile).

*Survivor Advocacy Outreach Program is an Equal Opportunity Employer that does not*

*discriminate on the basis of actual or perceived race, creed, color, religion, lineage or national origin, ancestry, citizenship status, age, ability, sex, gender, marital status, veteran status, sexual orientation, genetic information, arrest record, or any other characteristic protected by applicable federal, state or local laws.*