

Disaster Case Manager Job Description (5.2018)

Background:

Disaster Case Management is a time-limited process by which a skilled Disaster Case Manager partners with a disaster-affected individual or family (Client) in order to plan for and achieve realistic goals for recovery following a disaster. This comprehensive and holistic Disaster Case Management approach to recovery extends beyond providing relief, providing a service, or meeting urgent needs.

Role of the Case Manager:

The Disaster Case Manager serves as a primary point of contact, assisting the Client in coordinating necessary services and resources to address the client's complex disaster recovery needs in order to re-establish normalcy. The Client must play an active or lead role in his/her own recovery. The Disaster Case Manager reports to the Director of Community Services.

Scope:

On behalf of Catholic Charities of Central and Northern Missouri, serve as a case manager working with individuals and families who are recovering from natural disasters in the 38 counties of the diocese of Jefferson City.

Qualifications / Skills / Knowledge:

- Completion of a disaster recovery case management specific curriculum;
- Safety screening as evidenced by a Background Check by local law enforcement or Catholic Charities of Central and Northern Missouri
- Able to maintain ethical conduct in accordance with organizational policy;
- Conduct business in a manner consistent with the mission, values, and policies of the organization;
- Able to maintain high standards for protecting client information, sharing confidential information only as agreed upon by the client and as evidenced by a signed release form;
- Able to work calmly and effectively to resolve conflicts in sensitive situations; able to work collaboratively with others;
- Computer literate, able to utilize word processing, database, and spreadsheet software, demonstrate ability to learn new and/or customized software;
- Possess excellent communication skills both written and verbal;
- Have a valid driver's license and vehicle to be able to drive long distances in all areas within the service area;
- Be organized and prepared for reports, meetings, briefings, and conversations with clients, staff and external partners;

- Able to work without close supervision on assigned duties, and be willing to seek and accept supervision as needed;
- Unquestioned confidentiality with sensitive financial and personal information;
- Possess no outside interest that may conflict with the organization's goals and objectives;
- Demonstrate helpful inter-personal skills, *such as*:
 - Genuine care and respect for individuals, families, and communities served;
 - Effective listening and interviewing skills;
 - Cultural and linguistic competence relative to the population served;
 - Ability to document, or to access an alternate method for documenting, in the client record;
 - Ability to recognize and draw upon client strengths;
 - Sensitivity to the needs of individuals and families in crisis;
 - Awareness of the impact of the disaster on the community, the family and the individual;
 - Interest in exploring options with clients, with respect for their autonomy;
 - Ability to maintain appropriate services boundaries; and
 - Self-awareness.

Essential Functions:

- a) Perform **outreach** to identify vulnerable persons in need of services and referrals;
- b) **Screen** applicants promptly and responsively to identify urgency of need and direct individuals to appropriate services, providing accurate and timely **information and referral**;
- c) Perform **intake** interviews via phone and /or in person, linking survivors to resources for urgent needs;
- d) Conduct comprehensive, individualized, strengths-based, and culturally-responsive **assessments** of each client's disaster recovery needs and available resources;
- e) Engage each client to cooperatively participate in the development, implementation, and ongoing review of an individualized **disaster recovery plan**;
- f) **Empower** the disaster survivor to effectively access the resources available in accordance with the sequence of assistance for disaster recovery;
- g) Provide, refer, or otherwise arrange for individuals and families to receive needed services and resources identified in the recovery plan through the following actions:
 - Assist in the **restoration of pre-disaster social service benefits** for qualified individuals;
 - **Verify** unmet needs by obtaining records and/or contacting vendors;
 - **Network** with other organizations to guide client through sequence of delivery services without duplication of benefits and services;
 - **Advocate** with and for clients by activities including, but not limited to:
 - Preparing for and making case presentations on behalf of the client;
 - Actively participating in long term recovery groups where such exists; and
 - Providing support and advocacy with governmental and non-governmental agencies and organizations when necessary.
- h) **Monitor** client progress toward recovery goals;
- i) **Document** using standardized forms and enter relevant information into the client registry in a timely manner;
- j) Provide **continuity** of client services through case transfer or case closure;

Supervisory Responsibilities

This position has no supervisory responsibilities.

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

High school diploma required, Bachelor's degree from four-year college or university preferred with three or more years of progressive experience in the field of human services; or equivalent combination of education and experience.

Knowledge of effective human service strategies and techniques; strong knowledge of local, state and national social service policies, procedures, and providers.

Computer Skills

Demonstrates proficient computer skills and familiarity of Microsoft Office software applications including Outlook, Word, Excel and PowerPoint. May also require the ability to use Access, and desktop publishing software as required. Ability to learn and effectively use various data collection and database management systems to record data as required. Demonstrates familiarity and proficiency with Internet tools and techniques for searching, extracting, and processing information.

Workplace Ethics

Treats people with dignity and respect. Inspires the trust of others. Works ethically and with integrity. Maintains and safeguards confidential information. Possesses a strong commitment to the mission of Catholic Charities including the understanding of Catholic Social Teaching and ability to demonstrate the philosophy and values of the agency. The identity of the agency is clearly Catholic. As such, Catholic Charities' staff adheres to the social and moral teachings of the Catholic Church.

Communication Skills

Exhibits good interpersonal communications skills including the ability to establish and set strong personal boundaries. Keeps others adequately informed and exhibits good team building abilities. Expresses ideas and thoughts clearly in both written and verbal form. Exhibits good listening and comprehension skills; seeks clarification when needed and selects

and uses appropriate communication methods. Ability to communicate and interact with a wide variety of people having diverse social concerns and problems. Ability to communicate the mission and services of Catholic Charities both within the agency and community.

Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports, business correspondence and procedure manuals utilizing proper English, grammar, punctuation and spelling; proofreads with accuracy and completeness to produce documents requiring minimal revisions by others. Ability to effectively present information and respond to questions from employees, managers, clients, and the public. Ability to respond professionally to common inquiries or complaints from customers, regulatory agencies, or members of the business community. May require ability to write speeches and articles for publication that conform to prescribed style and format.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Certificates, Licenses, Registrations

Valid state of Missouri driver's license required.

Other Skills and Abilities

Knowledge of standard office procedures including alphabetic and numeric filing, mail processing, and record keeping. Ability to meet deadlines by effectively planning, organizing and prioritizing work assignments while managing frequent interruptions. Knowledge and ability to operate various office machines including: computer, printer, copier, scanner, fax machine, telephone, and calculator.

Other Qualifications

Ability to successfully pass a child abuse registry check and criminal background check.

Successful completion of VIRTUS training prior to employment (provided by Catholic Charities)



Licensed to operate a motor vehicle and ability to meet agency auto insurance coverage requirements. Local and limited statewide travel required.

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.

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. The noise level in the work environment is usually moderate.