

Catholic Charities
Diocese of St. Petersburg, Inc.

Employment Opportunity Posting

Date: 08/30/2024

Position Title: Case Manager

Supervisor: Shelter Director

Program: Tampa Hope

Location: Tampa, FL

Work Schedule: Monday-Friday, 8am-5pm

Job Classification: Full Time Nonexempt

Pay Rate: \$21.00

Starting Date: ASAP

SUMMARY: The Case Manager of Tampa Hope is responsible for assisting the clients in accessing services, and become economically self-sufficient, as soon as possible, after their arrival into our facility.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Responsible for providing and coordinating all the pre arrival services for clients.
- Responsible for conducting intakes and completing needs assessments.
- Responsible for assisting clients in developing detailed service plans for achieving employment and self-sufficiency.
- Responsible for assisting clients in implementing their service plans, facilitating access and providing linkage to community resources.
- Responsible for maintaining regular contact through office and home visits to provide personal support, consultation, guidance and referrals.
- Responsible for assisting clients with all necessary documentation for Program services and access to appropriate public benefits and services.
- Responsible for completing documentation of all meetings and work related to clients accurately and in a timely fashion.
- Responsible for acting as client's advocate in locating employment, medical and mental health services, transportation, public benefits and other needed services.
- Responsible for scheduling interpreters and translations for clients.
- Responsible for acting as interpreter or translator for clients when appropriate.

- Responsible for staying informed of staff communications, changes in program policies, procedures, and new community resource information in daily basis.
- Responsible for answering telephones, log referrals, return phone or e-mail messages in a timely manner.
- Responsible for assisting in crisis intervention as necessary, obtaining police, medical, psychiatric, or other emergency services for clients.
- Responsible for applying CPR techniques when appropriate.
- Responsible for maintain liaison with community resources, municipal, state, and federal agencies and documenting contact appropriately.

OTHER RESPONSIBILITIES:

- Complies with all applicable training requirements.
- Complies with all company safety, personnel and operational policies and procedures.
- Complies with work schedule to ensure effective operations of Agency programs.
- Contributes positively as a member of a productive and cooperative team.
- Participates in Agency Performance Quality Improvement (/PQI) program and Accreditation/Reaccreditation process.
- Performs other duties as necessary to fulfill Catholic Charities Diocese of St Petersburg, Inc Mission.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Able to speak, write and understand English.
- Must be sensitive to and respect cultural diversity amongst clients, staff and volunteers and able to work with diverse racial, ethnic and economic groups.
- Flexible work schedule including evenings, nights, weekends and holidays.
- Ability to set appropriate limits, work under deadlines and multi-task.
- Ability to organize, prioritize, self motivate, and deliver results.
- Excellent communication and listening skills.
- Possess strong work ethics.
- Successfully pass a FDLE Level II background screening.
- Valid Florida driver's license, ability to drive van or bus and have reliable transportation.
- Mission driven attitude supplemented with integrity and passion.
- Adherence to the highest ethical standards, personally and professionally.
- A high level of openness and willingness to receive feedback/suggestions from superiors and others, and to learn new skills to improve job performance.
- Evidence of deep alignment with Catholic Charities Diocese of St Petersburg, Inc Mission and Values.
- Will make a Commitment to Serve all people with Respect, Compassion, and Cooperation in the spirit of a unifying God.

ADDITIONAL KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to empower others to solve their own problems
- Ability to value a nurturing family as the ideal environment for a person
- Ability to establish a respectful relationship with persons served to help them, gain skills and confidence

- Ability to work collaboratively with other personnel and/or service providers or professionals
- Capacity to maintain a helping role and to intervene appropriately to meet service goals
- Ability to value the capacity of people to grow and change
- Must possess strong leadership and networking skills

EDUCATION AND EXPERIENCE:

- Bachelor's degree in related field
- 2 years' experience as a Case Manager.

PHYSICAL DEMANDS: These physical demands are representative of the physical requirements necessary for an employee to successfully perform the essential functions of the job. Reasonable accommodation can be made to enable people with disabilities to perform the described essential functions of job. Working in an office/site requires prolonged sitting at the computer workstation; standing, bending, reaching, lifting up to 40lbs. and some driving. Requires manual dexterity sufficient to operate standard office machines such as computers, fax machines, calculators, telephones, and other office equipment. It is also required to regularly sit, speak, and listen, the employee is also required to walk, use hands and fingers to type, operate equipment, and maintain records and notes. Specific vision abilities required include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

To be considered for employment please apply to cmartinez@ccdosp.org

It is the policy of Catholic Charities to make every effort to fill position vacancies from within our organization. The Agency may also conduct simultaneous searches for job candidates outside of Catholic Charities while the vacant position is posted in order to find the most qualified candidate for the position. Catholic Charities is an Equal Opportunity Employer that values the strength diversity brings to the workplace. EEO/AA/ADA Employer.

Catholic Charities participates in the US E-Verify program.