



Title: Service Coordinator/Case Manager III
Location: Catholic Charities of Idaho, Boise Office
Work Week: 15 – 25 Hours per Week Some Evenings/Weekends
Type of Employment: Non-exempt
Reports to: Director of Social Services

CASE MANAGEMENT VISION STATEMENT:

Restore hope to our community in need, by providing high quality, client-centered, strength-based services that bolster capacities to overcome life's challenges and live a dignified and secure life.

JOB OVERVIEW:

Catholic Charities of Idaho's Service Coordinators focus on empowering individuals/families to identify and solve their own problems, become self-sufficient, and strengthen their relations with their family and community. Services are individualized through best practice methodologies, including, individual/family assessment, identification of strengths and risk factors, development of the individual service plan, implementation, working side-by-side to reach the goals individuals/families have identified in their individual plan.

Join our team of social service professionals in providing strength-based, client centered services to our community.

DUTIES AND RESPONSIBILITIES

Specific duties for this position include:

- 1) Provide Comprehensive Case Management and Crisis Intervention services to individuals experiencing instabilities in a key area of social determinants of health and well-being.
- 2) Coordinate and deliver behavioral interventions, parenting education, money management, communication skills, employment training and support, and other skill building and educational services to moderate to intensive, at-risk families both in the community and in client homes.
- 3) Complete all required paperwork and assessments in compliance with agency standards.
- 4) Offer, as appropriate, culturally specific intervention services to immigrant and refugee populations.
- 5) Utilize and maintain, according to agency standards, client information data for all case records and educational services.
- 6) Ensure that all assigned services are provided in accordance with applicable State and Local regulatory requirements, Catholic Charities Board Policies, Social Service Division Policies, and the Catholic Charities Code of Ethics and Code of Conduct.

7) Other duties as assigned.

Minimum Job Qualifications

- Bachelor's degree in a social service-related field and three years of experience providing direct client services to at-risk populations **OR** five years direct experience providing direct client services to at-risk populations.
- Basic knowledge of intervention methodologies including but not limited to; motivational interviewing, strength-based practices, solution focused intervention, CBT, DBT, and ACT.
- Basic knowledge of human behavior and psychosocial assessment processes and standards
- Experience providing case management services, strongly preferred.
- Demonstrated ability to promote a positive, healthy work environment
- Strong attention to detail and demonstrated ability to meet timeliness and grant requirements
- Experience working with refugee and/or immigrant populations.
- Ability and desire to teach skills and implement behavioral interventions
- Must possess strong work ethic and ability to work independently
- Knowledge of, and ability to identify and access, community resources.
- Ability to provide strength based and client centered services.
- Experience with and desire to assist underserved populations essential.
- Strong problem-solving skills and the ability to be an independent learner
- Ability to establish and maintain boundaries with clients
- Effective communication and organizational skills
- Ability to work, occasionally, on nights and weekends
- Ability to appropriately value and integrate client religious and spiritual identity into services essential, as requested by the client.
- Knowledge of and commitment to Catholic Social Teaching preferred; commitment to Catholic Charities mission essential.
- Preference for candidates with bilingual language skills and broad cultural competency.

Standards & Protocol

1. Professional image in attitude and dress.
2. Loyalty, dependability, and punctuality.
3. Adherence to agency standards of practice.
4. Ability to drive and utilize agency or personal automobile for work purposes.
5. Must be able to pass a background check
6. Possess a valid Idaho Driver's License and proof of vehicle insurance.

Salary: \$20.00 - \$25.00 an hour (based on degree status, years of experience, and bilingual capacities).