

JOB TITLE: Case Manager, Social Services

EMPLOYER: A Child's Place, PA

DEPARTMENT: Mom's Turn

REPORTS TO: Director of Programs

EFFECTIVE DATE: 1/19/2024

<https://www.achildsplacepa.org/careers>

In addition to the hourly wage of \$24.10 per hour (which is \$46,995 per year). A Child's Place standard work-week is Monday through Friday, 8:30AM to 4:00PM (37.50 hour week) and we receive a paid ½ hour lunch. This position does not offer telecommuting. This position is based out of our Pittsburgh location which is located across from Mercy Hospital (in the professional building) at 1515 Locust Street, Pittsburgh, PA 15219.

SUMMARY: Responsible for connecting with incarcerated women at the Allegheny County jail and alternative jail settings, to deliver a variety of anger management, parenting, and communication-skills curriculum. When released from jail, the case manager helps link participants to the therapy and supportive services they need to remain healthy, viable and productive within the community. This position may at times require the flexibility of working some evenings and/or weekends.

DUTIES AND RESPONSIBILITIES:

Incarcerated Women:

- Learn a variety of curriculum specifically designed to strengthen communication skills, enhance parent-child relationships and help women process past traumas.
- Teach this curriculum, to a peer supported group of incarcerated women, within the Allegheny County Jail and other alternative jail settings.
- Provide women information about post-release services at A Child's Place and other social service agencies.
- Maintain, and continue developing, a list of available referral sources and information.

Post-Release:

- Provide post-release case management and support:
 - Prepare case plans; make appropriate referrals for women to substance abuse treatment, medical and reproductive health care, therapeutic counseling, family reunification services, and other needed assistance.
 - Run a support group for women post-release.
 - Provide assistance with bus transportation, state identification cards, and personal hygiene products to clients as needed.
 - Provide follow-up phone calls to women at 1 month, 3 months, 6 months, and 1 year to assess progress and measure outcomes.

General Responsibilities:

- Possess an ability to collaborate and interact well with team members from various disciplines such as corrections officers and administrators, medical, mental health, medical personnel, substance abuse treatment professionals, and Child Protective Services.

- Maintain documentation and databases, on a daily basis, of all services provided, maintaining participant records in accordance with audit and contract requirements.
- Produce a monthly status report to management outlining numbers of women reached and the progress and barriers toward goals.
- Complete reports for funding sources, if needed
- Collaborate with other staff, parents, and community stakeholders to promote the program.
- Become familiar with all ACP programs and be able to present information about those programs to others.
- Represent the agency in a positive manner and build positive community collaborations and relationships with referral agencies. This will entail making sporadic visits to referral agencies, building rapport, and becoming familiar with staff.
- Act in a professional and respectful manner at all times.
- Performs other related duties as assigned by management.

SUPERVISORY RESPONSIBILITIES:

- This job has no supervisory responsibilities.

QUALIFICATIONS:

1. Must have a Bachelor's degree in the field of Educational Psychology, Human Services, or Social Work; Master's Degree preferred.
2. Must have a minimum of 2 years relevant work experience within the criminal justice system, child welfare, substance abuse programs, or similar case management work.
3. Must have knowledge of trauma-informed counseling techniques and familiarity with substance abuse issues.
4. Must have experience working with children and families in crisis and knowledge and experience of criminal justice issues.
5. Must have excellent communication skills; both orally and written.
6. Must possess computer skills and be able to type 50 wpm.
7. Must have a telephone, reliable transportation, and possess a current PA Driver's License or State issued ID.
8. Must be able to pass Act 33: PA Child Abuse History Clearance, Act 34: PA Criminal Record Check, Act 73: Fingerprint Clearance, Allegheny County Jail Criminal Clearance and CPS Registry check.
9. Must have knowledge of relevant community resources available in Allegheny County.

COMPETENCIES:

- **Diversity** – Demonstrates respect and sensitivity for cultural differences.
- **Ethics** - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.
- **Initiative** - Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- **Innovation** - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

- **Interpersonal Skills** - Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Motivation** - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Occasionally required to stand.
- Occasionally required to walk.
- Frequently required to sit.
- Frequently required to utilize hand and finger dexterity.
- Occasionally required to climb, balance, bend, stoop, kneel or crawl.
- Frequently required to talk or hear.
- While performing the duties of this job, the noise level in the work environment is usually moderate.
- The employee must occasionally lift and /or move more than 20 pounds.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

ACKNOWLEDGEMENT

I have read the foregoing job description and understand the responsibilities of the job. I agree that I am able to perform the essential duties of this position.

Employee Name

Manager Name

Employee Signature

Manager Signature

Date Signed

Date Signed