Job Title: Case Manager

Grade: CS 11	Salary Range: 68,870-88,787

Job Summary:

This position is located in the District of Columbia (DC), Department of Human Services (DHS). The DHS mission is to empower every District resident to reach their full potential by providing meaningful connections to work opportunities, economic assistance, and supportive services.
Our approach to preventing homelessness and supporting individuals and/or families experiencing homelessness is focused both on systems-level reforms and on the quality of the programs and supports within that system. These efforts include creating economic opportunity, making our neighborhoods safer, and providing more effective and efficient government services.
The Case Manager is responsible for helping low-income and homeless individuals and families, adults at- risk for abuse and neglect, teenage parents, troubled families, and refugees to gradually become stable and self-sufficient through an array of social services, assessments, case management and crisis intervention services.
The incumbent is responsible for providing case management/services and coordination services to clients within DHS' programs. Incumbent is also responsible for coordinating, monitoring, and tracking the efficacy of all services provided to the client to ensure program goals are met.

Duties and Responsibilities:

Serves as the case manager and service coordinator for assigned clients. Facilitates and ensures collaboration amongst all agencies, providers, and individuals connected (and/or providing services) to assigned clients to ensure effective communication and appropriate overall coordination of care.

Provides needed crisis intervention services for identified clients within DHS' programs as assigned.

Works collaboratively with DHS staff, clients, and involved agencies, providers, and individuals to conduct assessment and develop service plans that will result in the mitigation of barriers, address client needs, and promote self-sufficiency.

Connects assigned clients to, and ensure their engagement in, needed supportive services that will address barriers and challenges they face. Tracks client engagement/participation in supportive services.

Monitors and evaluates the efficacy of services that clients are engaged/participating in. Provides feedback to the senior level DHS staff regarding the efficacy of services provided.

Completes all required case notes, service plans, documents, files, and assigned reports related to clients/case activity.
Works collaboratively with DHS staff to ensure maximum effectiveness and efficiency of program operation and attainment of program performance goals.

Qualifications and Education

Knowledge of principles, theories and techniques related to the provision of case management and service coordination services

Knowledge of social services programs for youth and families.

Ability to provide effective crisis intervention services. Ability to effectively interview, engage and develop rapport clients.

Ability to effectively engage, facilitate and lead groups of agencies, providers and individuals to effectively coordinate overall care clients

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