

**Jewish Renaissance Foundation
Job Description**

Title: Case Manager at the Family Assistance Center (FAC)
Department: Community & Family Services
Location: Bayside FSC – 500 Dobranski Drive, Perth Amboy, NJ 08861
Reports To: Program Manager, CFS
Status: Regular, Full-time/Salaried
Salary: \$33-\$36K

Job Summary:

The Case Manager for the Family Assistance Center (FAC) is chiefly responsible for the following core functions and performs other tasks as needed:

- Assessment of Participant & Community Need
- Seek Community Partnerships
- Record Keeping, Data Entry and Reporting (EmpowOR)
- Communication, Service Coordination and Advocacy
- Oversight and Supervision – AmeriCorps Members

Responsibilities:

- Registers participants and records, collects, and stores all pertinent documents and information, the general release of information forms, vital documents, service provision, case notes, etc. Enter all required data into EmpowOR.
- Assures completion of all case management forms and monitors the progress throughout the family's involvement with FAC.
- Create short-term goals (3 months), Family Success Plans for each participant/family, utilizing agency and other available resources.
- When assisting clients, shares important information and resources as well as treat those participants with a positive compassionate empathetic attitude.
- Meets with supervisor weekly for case discussion and initial check request approval(s).
- Attends weekly FAC team meetings (staff and Americorps Members) to discuss and share issues or concerns, particularly regarding the hardest-to-serve families; works collectively to develop improved support strategies for inside and outside of the home; and ensures appropriate services and interventions are producing positive results using ROMA service provisions and National Performance Indicators (NPI).
- Supervises, instructs, and guides AmeriCorps Members assigned to program. Approves task sheets, electronically signs service hours, and provides mentorship to create a meaningful service experience.
- Works with Program Manager and Data Coordinator to ensure statistics are being captured correctly and reflect service delivery.
- Performs audits on assigned electronic cases in EmpowOR and assists with confirming and collecting information for reporting. Submits monthly administrative concerns including quick statistics to Program Manager.
- Conveys JRF's core values and case management principles; establishes boundaries and expectations related to service standards, participation levels and guidelines for the participant/family.
- Has ability to utilize, handle, maintain and dispose of all communications, documentation, and information, whether written, verbal, or electronic, to ensure the highest standards of confidentiality are maintained. Abide by generally accepted case management principles and HIPAA regulations regarding confidentiality and release of information.
- Attends all team, staff and committee meetings, trainings, and other mandated agency-wide meetings.

- Performs other work-related duties and special projects as needed or assigned.

Qualifications:

- Bachelor's degree in social work, psychology, and/or a similar field with at least one (1) year experience in social service, preferably in work related with the delivery of family assistance and/or case management.
- **OR** Associate's degree in social work, psychology, and/or a similar field with at least four (4) years' experience in social service, preferably in work related to the delivery of family assistance and/or case management.
- Proficient knowledge of Microsoft Office products, specifically Word, Excel, Outlook, and PowerPoint.
- Experience in assessing and documenting needs for participants experiencing emergencies.
- Must be compassionate, empathetic and have good facilitation and communication skills.
- Well organized and able to respond quickly and effectively to participants in emergency circumstances.
- Ability to acclimate easily to policy changes and responsibilities.
- Take initiative and be able to work in a team setting and independently.
- Must be culturally sensitive considering our responsibility as a Community Action Agency to commit ourselves to the health and well-being of all, and to address systems and structures to dismantle disparities and inequities.
- Candidates must be able to write and speak in Spanish and/or Asian-Indian languages.
- Preference for candidates with solid familiarity of the social service network and cultural dynamics in Middlesex County.

**If you are interested in this position, please send your resume to: jobs@jrfnj.org
Attention: Director of Human Resources**



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"One People, One Heart"

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