



Position Description: Case Manager

Classification: Exempt

Type: Full-Time, 40 Hours Weekly

(Generally Monday through Friday, 8am-4pm, select weeknights and/or weekends may be required)

Additional Information: Part of Rotating On-Call Staff

Salary Range: \$43,000 to \$45,000

Reports to: Executive Director

Supervisory Responsibilities: Education and Activities Coordinator

Date: Upon Hire

Summary/Objective

This position is responsible for being the main day-to-day contact for up to 20 adult residents who live with intellectual and/or physical disabilities by assisting them with individual needs and goals. The Resident Case Manager leads Hosanna's efforts to help residents secure, sustain, grow, and encourage independent living skills from an individual and a group life-skills training program. This staff member is responsible for on-boarding and off-boarding new residents, including all necessary paperwork. The Resident Case Manager supervises the Education and Activities Coordinator. The Resident Case Manager oversees three payee accounts and coordinates applicable transportation for residents. This position should maintain communication with the Director of Operations and Outreach to ensure daily efficiency. The successful candidate will need to build upon the foundation that has been set for this role in an evolving organization.

Reasonable accommodations can be provided to enable individuals with disabilities to perform the position's functions.

Position Requirements

- Facilitate and encourage a respectful and supportive environment among residents in accordance with the Resident Handbook, Resident Rights, and Independent Living Agreement.
- Maintain positive relationships with residents to further understand individual needs, to provide reassurance and redirection, resources (i.e. referrals to other agencies and services), and effective consultation.
- Assist residents in finding jobs, volunteer opportunities, reaching goals, scheduling medical appointments, and their self-advocacy.
- Meet with all residents regularly, whether it is individually, in a small group, or in a large group as appropriate.
- Assist in resolving disagreements and issues between residents through conflict resolution, documentation, and accountability.
- Coordinate room inspection and the on/off-boarding of residents with the Director of Operations and Outreach.
- Leads Hosanna's individual and group efforts to help residents secure, sustain, grow, and encourage independent living skills while also being attentive to their social, emotional, cognitive, and physical abilities.
- Timely and appropriately respond to resident complaints, emergencies, and address urgent matters.
- Transport and arrange transportation for residents to/from medical appointments and other community engagements as appropriate.
- Manage the spending and documentation of expenses relates to three payee accounts in communication with the residents and Bookkeeper.
- Responsible for budget creation, budget adherence, and documentation of expenses related to appropriate ledgers.
- Develop and maintain client data records by keeping comprehensive notes and detailed files.
- Maintain strict adherence to confidentiality of client and organizational operations information.
- Supervise the Education and Activities Coordinator and support their events as needed.
- Safely use any and all equipment and materials by following established safety procedures, using appropriate safeguards, and following common-sense safety rules in all on-the-job activities.
- Communicate any known violation of any office policy, code, safety policy, or law immediately to supervisor.
- Other duties as assigned by supervisor due to the needs of the day.



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Other Duties

- This description is not designed to cover or contain a comprehensive listing of all the employees' activities, duties, or responsibilities throughout a shift or week.

Travel

- This position will require local travel based on planned activities, special events, and for resident appointments in an employer provided vehicle or on the rare occasion in a private vehicle with eligible mileage reimbursement if needed and approved by supervisor.

Work Environment

- While performing the duties of this job, the employee regularly works in an office setting and with a diverse population in an independent-living facility which may require sitting, frequent standing, reaching, bending, etc.

Education and Experiences

- Bachelor's Degree in Social Work or a closely related Human Services Field.
- One(1) to two(2) years of professional experience working with individuals who live with disabilities is preferred, but sufficient articulated experience through a previous practicum, internship, job, or sustained volunteering will be considered.
- Familiarity with Social Security Disability Income (SSDI), Supplemental Security Income (SSI), the Supplemental Nutrition Assistance Program, the Health Insurance Probability and Accountability Act (HIPPA), Medicare, and Medicaid processes and expectations.
- Must be flexible with their availability (particularly around Holidays), a self-starter, open-minded, detail-oriented and dependable.
- Excellent organizational and time management skills and the ability to prioritize in a fluid environment.
- Proficient written and verbal communication skills, including attention to grammar and business correspondences.
- Strong working knowledge of Microsoft Office, including Excel, Word, PowerPoint, Outlook, and OneNote.
- Interested in gaining further knowledge in fields such as education and teaching, special education, care or service coordinator roles, patient advocacy, and outreach.
- Interested in pursuing supervisory skills.

Benefits: (Full Personnel Policies Handbook Available Upon Request)

- Position accrues .0923 of Paid Time Off (PTO) per 1 hour worked during the first year of employment (24 days) and then increases.
- 12 Paid Holidays during Calendar Year.
- Flex-time and flexible schedule is available (and sometimes needed) on a case-by-case basis if communicated to and approved by supervisor.

Other Information

- All employment is entirely "at-will" which means you may voluntarily terminate the employment relationship at any time, for any reason, with or without cause or notice, and Hosanna, Inc. retains the same right. More information about the Hosanna Community can be found at <https://www.hosanna-community.org/>.

Timeline

Interested candidates need to send a resume and three (3) references to Executive Director Daniel Grzesik at dgrzesik@hosanna-community.org. Resume and references will be accepted on a rolling basis. Interviews will continue until an individual is hired. Candidate will need to pass a background check which includes the driving record.