



## Position Details

**Job Title:** Case Manager

**Reports to:** Director of Program/Program Manager

**Pay Rate:** \$19 per hour

### **Job Description:**

The Case Manager will conduct initial assessments to determine residents' needs and develop a personalized plan to meet their goals. They will provide proper education through facilitating classes (spiritual formation, addiction education, life skills), one on one meetings to review progress, provide counsel and ensure that goals are being implemented. Conduct drug testing, case management and referrals. Screen and interview applicants in jail. May conduct orientation sessions, assist in completion of paperwork, handout program handbook, explain the why's behind the work of the mission. Provide coverage by working overlapping hours with various staff as needed. Assist in training new employees. Schedule and coordinate daily work and classroom assignments for participants. Maintain files, case notes, and any other information pertaining to the participants by utilizing the on-line information system. Communicate with participants' families, legal systems, volunteers such as volunteer mentors, tutors, and class facilitators when necessary.

### **Who you are:**

- Someone who recognizes the value of other people regardless of their choices.
- Learns new methods of working with people who have experienced trauma.
- Attentive with a listening ear and desire to give respect and time to our clients and guests.
- A good example of who Christ is and willing to share how He saved you from yourself.
- Dependable and trustworthy with sensitive and personal information.
- Fair in situations and able to determine what is just and equitable in difficult situations.
- Gentle in character and able to be calm and tender when others are challenging.
- Generous in heart, empathy, patient, and humble.
- Someone who brings excellence to everything you do.
- Has no desire to always be right when working with clients and guests.
- Able to work in a fast-paced and constantly changing environment.
- Great at time management.

### **What you'll do (just the basics):**

- Guide clients to develop and maintain the life skills necessary to obtain their goals.
- Provide guidance, resources, and referrals as necessary and assist through case management.
- Facilitate classes in relapse prevention, parenting, finances, and job readiness.
- Conduct conflict resolution meetings.
- De-escalate situations to keep community safe.

- Perform other duties as assigned.

**Bonus Points:**

- You have the flexibility to adapt to changes and take on new responsibilities as the organization grows.
- Puedes hablar, leer y escribir en español.
- You're excited to work in a fun fast-paced atmosphere where everyone takes the mission seriously, but no one takes themselves too seriously.

**Education/Experience:**

An AA or higher in the areas of Drug and Alcohol, Social Work, Human Services, or related field. Microsoft Office and computer skills.

**Requirements:**

A mature walk with Jesus Christ and able to articulate Biblical beliefs and their application within the context of the Fresno Mission. All employees of Fresno Mission are an integral part of the outreach ministry of a non-denominational, evangelical ministry sharing the Gospel of Jesus Christ through transformational programs that provide food, shelter, clothing, education, job training and renewal of families to the poor and addicted. All employees are Christian missionaries and are required from time to time to participate in chapel services, outreach ministries, Bible studies and prayer times. Due to the nature of these types of ministries, it is an absolute necessity that each employee possesses and maintain a Christian testimony of their faith and experience in Jesus. Must be in agreement with the Statement of Faith of the Fresno Mission.