Purpose

As a member of the Counseling Program, the Case Manager is responsible to help participants gain access to needed medical, social, educational, and other services. This includes direct assistance in gaining access to services, coordination of care, collaboration with therapists on identified goals of Individual Service Plans, networking with and collaborating with community partners to meet all client goals and program outcomes, and linkage to appropriate services. Case Management includes: (1) assessment of the eligible participants to determine service needs; (2) development of an individualized integrated care plan; (3) referral and related activities to help the participant obtain needed services; and (4) monitoring and follow-up.

Essential Duties

Case Management

1. Delivers comprehensive case management services to assigned participants through a community based approach that creates positive linkages between participants and their community to improve their overall level of functioning and resiliency.
2. Conduct outreach, recruit, enroll, and manage a caseload of 32 consistent participants. Caseload may fluctuate depending on the needs of the program and its participants.
3. Collaborates with therapist(s) and implements comprehensive service plan with clearly identified goals. Contributes to service plan updates as needed to reflect changes in client’s status and progress.
4. Respond to participants in crisis, conduct risk assessment evaluations, coordinate and refer to additional services and resources and amend service plans appropriately.
5. Coordinate and collaborate with community organizations/agencies/schools to provide comprehensive case management i.e. counseling, referrals, and follow-up.
6. Conduct outreach into community to advocate on behalf of participants and program.
7. Work collaboratively with staff and partners to maintain a system of positive reinforcement and sequential, consistent net support.

Project Delivery and Group Facilitation

8. Facilitate social/support groups and/or other activities that promote the achievement of participant’s services goals.
9. Keep participants engaged, enrolled and motivated towards goals and outcomes.
10. Provide effective and timely services and follow-ups in accordance with treatment plans; including collaboration with other providers associated with multi-system involved participants and if appropriate and their families (e.g. Seattle schools, juvenile justice system, children’s administration/DCFS, and Department of Developmental Disabilities).
11. Actively maintain a shared Outlook-based calendar that facilitates participant support, treatment, administrative requirements, and attendance at meetings. This includes self-managed scheduling of appointments with assigned participants.

Reporting and Documentation

12. Complete documentation according to agency requirements, maintain case files, and other related documentation.
13. Prepares and maintains all required case management records and reports.
14. Provide regular progress reports to Supervisor and meet regularly (min 2 times/month) with Supervisor for supervisory meetings.
15. Adheres to program standards for documentation including updating ETO database records (within 48 hours)
16. Maintains confidentiality of records in accordance with HIPAA and other federal, state, and county guidelines.
17. Complies with administrative documentation and fee collection protocols.
18. Weekly maintenance of caseload file and updates/reporting (as needed)
19. Attend weekly individual and/or group supervision with supervisor

OTHER DUTIES
- Support and comply with the values, policies and practices of Atlantic Street Center.
- Actively participate in agency life and program activities. This includes school and agency meetings, supervision and consultation. Participate in required agency and team meetings (All-Staff, Counseling team) as well as other meetings as required by Supervisor and program structure.
- Maintain a flexible work schedule to provide efficient services to participants and meet program goals (this may include work in the evening).
- Maintain active and appropriate registration with the State of Washington at all times.
- Perform other duties and special projects as assigned by supervisor or Executive Director.

QUALIFICATIONS
- Two years direct social service experience with ethnically-diverse, low income, at-risk youth and their families; and/or experience providing any of the essential functions above; Required
- Bachelor’s Degree in social work, counseling, education or related social services field; Preferred
- Experience working or volunteering with non-profit organizations and/or community-based programs; Preferred.
- Active registration as Agency Affiliated Counselor in Washington State or must be eligible to become in the first 30 days of employment.

SPECIAL KNOWLEDGE, SKILLS, AND ABILITIES
- Strong organizational skills and timely follow-up managing complex tasks associated with providing services to multi-system (e.g. schools, juvenile rehabilitation, children’s administration/DCFS, and Department of Developmental Disabilities) involved youth and their families
- Proven ability to deliver effective case management services
- Knowledge of mental health, alcohol/drug, and youth gang issues
- Knowledge of juvenile justice system and the public school system
- Able to relate well and take leadership roles with youth
- Demonstrated ability to develop and operate youth peer groups and activities
- Solid communication (written and oral), collaboration and intervention skills
- Able to effectively and respectfully resolve conflicts
- Knowledge of community resources in the greater Seattle Metropolitan area
- Proven ability to work successfully in a multi-cultural/multi-ethnic environment, especially with African American and other ethnic minority inner-city youth and families
- Able to balance competing demands and maintain effective working relationships with staff, participants, volunteers, collaborators, and the general public
- Work effectively under pressure and temporary increases to work load
- Computer skills and proficiency with Microsoft Office suite software a must
- Experience working with (ETO) and similar Electronic Records Management system software/databases preferred

WORKING CONDITIONS
- Position requires working a schedule which includes some evenings.
- Must be able to access clients at all locations served by ASC and places frequented by clients.
- Position requires driving your own vehicle whenever necessary to meet program needs.
- Valid WA state driver license and car insurance is required per state law.
- Driving time normally does not exceed 15 – 25% of the work week.

DISCLAIMER
This job description indicates in general terms, the type and level of work performed as well as the typical responsibilities of employees in this classification. The duties described are not to be interpreted as being all-inclusive to any specific employee. Management reserves the rights to add, modify, change or rescind the work assignments of
different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Nothing in this position description changes the at-will employment relationship existing between Atlantic Street Center and its employees.

**How to apply**

Qualified individuals should submit a resume and cover letter clearly stating how you meet or exceed the required qualifications. Also, please mention in your letter or email how you heard about the position.

Please indicate in your email or fax subject line:

"Case Manager"

Submit materials by email or fax to:

ATTN:
Human Resources
Atlantic Street Center
Fax: (206) 329-2171
jobs@atlanticstreet.org