

**EAST END COOPERATIVE MINISTRY  
JOB OPENING**

IMPACTS PROGRAM CASE MANAGER – This full time position exists to provide case management services to assigned clients to assist them in reaching their goals. This position is not exempt from overtime pay requirements and works no more than forty (40) hours per week. This positions reports to the IMPACTS Program Manager.

**Some duties include but are not limited to:**

Perform strength-based assessments with assigned clients; Develop Service Plans built on identified strengths to help the clients reach their goals; Develop and maintain working relationships with referral agencies; Monitor the quality and effectiveness of services provided to the resident; Explain and teach about building safety protocols, including security and what to do in an emergency; Review Resident Handbook with residents in first week after admission; Assist residents in identifying and obtaining all cash and non-cash benefits needed, following up on COMPASS process completed at intake; Provide individual and group-based services as assigned; Assist resident with resource acquisition, both internal and external; Help coordinate services for the resident - internal and external; Document all services provided in client records and enter data into appropriate computer-based systems, including HMIS and Salesforce, as outlined in the business practices; Create and update service plans including initial goals and plans, reassessments, changes in client needs/goals, and/or other appropriate reasons; Instruct in use of safes including that all medication must be kept in the safe or on the person; Complete weekly room inspections; Determine and approve resident property; Participate in weekly Care Team meetings; Get individual's signature on all required consent forms; Meet with clients at least once every other week to schedule internal and external meetings and appointments and monitor their progress within the Individual Care Plan; May be required to assist with or perform drug testing or breathalyzer; Participate in scheduled staff meetings; Participate in mandatory training and staff development training, as requested; Model positive behaviors to aid the residents in learning how to navigate the benefit systems; Perform other duties as assigned.

**Some requirements include but are not limited to:**

Bachelor's degree or three years of experience in one or more of the following: mental health or substance abuse programs, pastoral care; social work; or the equivalent in training and experience, as approved; HMIS experience and knowledge required; Experience with motivational interviewing techniques and trauma informed care a plus; Proficient with computers and with Microsoft Office products as well as database experience, email, etc.; Excellent communication skills: verbal, telephonic and written; Strong interpersonal skills; Ability to work effectively with diverse groups of people; Excellent resource acquisition, negotiation, and coordination abilities; Knowledge of recovery, addiction and mental illness preferred; Ability to handle multiple tasks simultaneously while achieving program outcomes and meeting deadlines; Extremely organized with regard to people, things and information; Excellent time management and administrative managerial skills; Ability to effectively observe and hear situations; Ability to quickly and safely climb stairs in the course of everyday employment as well as in response to an emergency and to assist guests; Ability to quickly and safely exit the building and to provide assistance to guests; Possess current and valid PA driver's license with 3-year clean driving record and maintain that clean driving record throughout employment; Possession of reliable vehicle that is available throughout every workday is preferred; Maintain current and valid vehicle insurance and supply those financial responsibility cards to human resources, as insurance comes due, if applicable; Must meet Act 33 and 34 clearance requirements.

*Job Posting Will Remain Open Until June 21<sup>st</sup>, 2019*

**To Apply**

Interested and qualified candidates may apply in confidence by submitting letter, resume and compensation requirements. In addition, please send completed Employment Application by downloading that document at: <http://www.eecm.org/job-opportunities/>. Please email, fax or mail all documents to:

Email: LexiN@eecm.org

Phone/Fax: 412.345.7115

Mail: Human Resources Coordinator  
East End Cooperative Ministry  
6140 Station Street  
Pittsburgh, PA 15206

**Equal Opportunity Employer**