DATE ISSUED: JULY2019

POSITION TITLE: CASE MANAGER

REPORTS TO: DIRECTOR OF PROGRAMS/SERVICES

ABOUT US:

The Central Iowa Trauma Recovery Center (CITRC) is a non-profit trauma recovery organization located in Des Moines. Our mission is to enhance the process of healing and recovery for survivors of trauma and loss through intensive mental health services, advocacy, and innovative supports. Our vision is to elevate the standard of care for Iowa’s trauma recovery system through the utilization of culturally-responsive evidence based practices.

POSITION SUMMARY:

Case Manager duties and responsibilities include working directly with survivors and their family members, hospitals, medical professionals, law enforcement, and a wide variety of community partners to develop and coordinate a patient-friendly and culturally responsive trauma informed recovery process. The Case Manager will serve as a hub for all services related to the client and assure coordination, communication and collaboration takes place to assure quality customer service and compassionate care is provided to our clients and their families. Position reports to the Director of Programs and Services.

Due to the highly sensitive nature of the work conducted at CITRC, the Case Manager is responsible for maintaining a high degree of confidentiality and discretion at all times. The Case Manager must effectively communicate via phone, email, and written documents including but not limited to reports ensuring that all duties are completed accurately and delivered with high quality and in a timely manner.

This position along with all CITRC personnel will operate under a trauma-informed and recovery-oriented model of care.

PRIMARY RESPONSIBILITIES:

• Provide direct, innovative, individualized and holistic services to diverse clients with multiple needs both in the community and in the office; assuring client satisfaction
• Conduct client needs assessments and evaluate progress toward goals, making and monitoring the adjustments as needed
• Coordinate, link and advocate for all of the resources a client needs
• Document and maintain professional records and client histories, in compliance with funding and accreditation standards
• Utilize the data base system to track data for reporting purposes and produce timely outcome-based measures
• Establish rapport, develop trust and build a collaborative working alliance with clients, coworkers, and agency partners
• Work well with individuals in diverse fields across social work, medical, legal, and community systems while presenting a unified, team approach in our work with clients
• Communicate complex information to diverse audiences
• Attend meetings with the client, including but not limited to court dates, medical care, victim compensation hearings etc.

EDUCATION AND/OR EXPERIENCE:

• Required: BA Level license in Behavioral Health, Masters level preferred
• Experience in trauma informed care, philosophies, and evidenced based practices
• Experience in culturally competent and responsive service delivery to persons with diverse and co-occurring needs
• Availability to see clients during critical and unscheduled times, including evening and weekends
• Experience working with individuals with mental health and/or addiction issues desirable
• At least seven (7) years of experience in the field or in a related area

REQUIREMENTS:

• Excellent time management skills and ability to multi-task and prioritize work
• Attention to detail and problem solving skills
• Excellent written and verbal communication skills
• Strong organizational and planning skills
• Valid Iowa driver’s license
• Ability to meet agency vehicle insurance standards
• Access to reliable transportation
• Ability to promptly provide services, including but not limited to evenings, weekends, and holidays

BENEFITS:

Holidays: Nine (9) per year
Sick Leave: Six (6) hours per month
Personal: One (1) day per year
Bereavement: Up to three (3) days per year

PHYSICAL DEMANDS/WORKING CONDITIONS

1. Handles detailed, complex concepts and problems, balances multiple tasks simultaneously and make rapid decisions regarding issues.
2. Conveys a professional and positive image and attitude regarding CITRC and the nonprofit sector.
3. Demonstrates commitment to continued professional growth and development.

---

**CENTRAL IOWA TRAUMA RECOVERY CENTER NONDISCRIMINATION POLICY**

Central Iowa Trauma Recovery Center is committed to providing a workplace free from discrimination with regard to race, color, creed, religious belief, age, sex, national origin, sexual orientation, disability, or veteran status in any matters pertaining to employment with the organization. Such matters include, but are not limited to, promotions, demotions, transfers, layoffs, terminations, facilities, compensation, training, or other matters pertaining to employment.

Candidates may submit a cover letter and resume to:

Brenda Bash, MS CA  
Director of Programs & Services  
Central Iowa Trauma Recovery Center  
301 East Court Avenue Suite 105  
Des Moines, IA 5030  
515.371.6415  
ciowatrc@gmail.com