Mid-Iowa Community Action, Inc.  

**Job Description**

**TITLE:** Case Manager (1, 2 or 3) Disaster Assistance Program

**Reports to:** Marshall County Directors as assigned

**Job Summary**
Provide case management after a declared disaster to identify survivors’ needs and connect them to resources; assess client’s needs relating to recent disaster, aid them in relief and recovery efforts, act as an advocate with various recovery agencies and organization on their behalf. Responsible to coordinate recovery efforts in the local area, determine needs and available resources, and develop recovery programs accordingly. Case management will occur during normal business hours, after hours, or on weekends. Position may require travel from community to community. This position must perform regular duties at the assigned worksite.

**Essential Job Functions**
Builds and maintains positive relationships with families, team members and agency and community partners to achieve results

- Assess local disaster recovery needs through direct contact with individuals or families by initiation of case assessment to determine needs
- Receive assignments, prioritize cases, and set objectives in consultation with immediate supervisor
- Follow-up with other agencies that have made assistance commitments to the client
- Network with other agencies to stay informed about services and resources
- Maintains ongoing communication with program staff
- Help participants develop a recovery plan by jointly reviewing assistance they have received, identifying unmet needs, and determining possible sources for gaps in resources
- Expedite client cases, keeping in mind urgent needs and safety factors involved in the disaster area (individual or team approach)
- Develop a partnership with participants in creating a recovery plan and remain in contact as much as possible during this process
- Verify information given by clients by obtaining proper release of information to contact outside sources
- Refer participant to another program or agency when appropriate
- Remain in contact with participant until disaster-related needs are met and/or case is closed, being certain to take time for closure with the family
- Ensure crises are handled in a manner that minimizes disruption and assures safety
- Assists in adjusting and modifying plans as needed

**Compliance**
- Ensure service provided meets or exceeds contract and funding standards and requirements.
- Maintains program contact required with all families
- Maintain a full caseload
- Maintains timely, accurate documentation of all compliance areas
• Generates reports as required
• Follow through on incidents, including plans to minimize future risk
• Adherence to mandatory abuse reporting guidelines

Develop skills and knowledge related to the position
• Learns and understands basic eligibility requirements and screening procedures
• Attend all trainings as needed or required
• Must obtain and maintain current First Aid Card and CPR Certifications
• Mandatory Reporter training and renewal required

Knowledge, Skills and Attitudes:
• Proficiency reading, writing and speaking the English language
• Committed to the agency and its mission, vision and values
• Committed to the concept of diversity and the inherent worth of every individual
• Strong commitment to achieving results
• Strong communication skills, including interviewing and assessment skills
• Able to work a flexible schedule, including nights and weekends as required
• Knowledge of community resources and social service systems
• Strong ability to think and reason independently, and to make critical judgments within agency and program guidelines
  o Utilizes problem solving skills in all situations, identifying a range of reasonable options and alternatives
  o Strong understanding of crisis intervention, case management and advocacy with assigned participants
• Dedicated to continuous learning
• Must be able to maintain strict confidentiality
• Proficient in Microsoft Office applications. Must be able to effectively use a variety of computing software, electronic devices and databases

Working Conditions (essential physical, mental and emotional demands)
The demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

• There are on-call, regular fulltime and part-time positions. Hours for part-time and casual positions may vary. Overtime will be paid for any hours more than 40 in a work-week. Schedule will be negotiated with supervisor.
• This position requires mental and emotional work. Strong ability to think and reason independently, maintain objectivity and to exercise sound judgment
  o Required to analyze, review, and prioritize to make decisions regarding emergency needs on a regular basis
  o Occasionally required to manage a stressful environment utilizing de-escalation skills
• The physical environment requires the employee to work indoors, in an office space that may or may not be shared.
  o The person in this position needs to occasionally move about inside the office to access file cabinets, office machinery, etc.
• This position requires some measure of physical stamina. The person in this position may have to move and organize boxes of programs materials or files, which may weigh up to 50 pounds.
• The person in this position frequently communicates with community members and colleagues, both one-on-one and in groups, regarding agency programs. Assists community members to enroll in programs. Must be able to exchange accurate information in these situations.
• Frequently operates a computer and other office productivity machinery and devices, such as a copy machine, a computer printer, and an IPad or tablet.
• This position may require driving about the MICA service area.
  o Must have and maintain reliable transportation, a valid driver’s license and proof of automobile insurance

**Education & Experience:**
**Required:**
• Bachelor’s degree in human services or closely related field (classified as a Case Manager 3)

**Will consider:**
• Associate’s degree with a minimum of one year of customer service experience (classified as a Case Manager 2)

**OR**
• High School Diploma or equivalent with a minimum of two years of customer service experience (classified as a Case Manager 1)

**Preferred:** Bilingual (English/Spanish)

**Other:**

**Candidates offered the position must meet the following criteria:**
• Successful completion of all background checks at hire and thereafter according to agency and program standards.

**Other Duties**
Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.
### Additional information

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<tr>
<th>Program</th>
<th>Family Development</th>
<th>Management? (Yes/No)</th>
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<td>Pay rate based on education/experience</td>
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**EQUAL OPPORTUNITY EMPLOYER**

**FOR HR ONLY**

Print Employee Name: ________________________________________________________________

Circle Job Title: Case Manager 1       Case Manager 2       Case Manager 3

___________________________________________  ___________
Signature of Employee                      Date