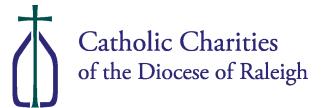


CATHOLIC DIOCESE OF RALEIGH POSITION DESCRIPTION FORM



Position Information

Position Title: Family	Case Manager			
Department: Cathol	Catholic Charities			
Reports To (Title): Regio	nal/Program Director			
Work Schedule: • M – F Hours: 8:30 am to 5:30 pm • Other:				
Type of Employee	Regular Full Time	Regular Part Time	O Part Time	Temporary
(Hours worked per week)	(≥30)	(20-29)	(≤20)	(varies)
Percentage of Travel Requi	red O%	O 10%	0 25%	O 50%+
Exemption status (HR use o	nly) 🗆 Exempt	Non-exempt		

Position Summary

Summarize the overall function or purpose of this position. This should be a concise description of the job.

Provide case management services, including assessment of strengths and needs, goal setting, and provision of services to individuals and families working to increase their well-being and self-sufficiency. Provide information about community resources to individuals and families who contact the agency. Collaborate with Catholic parishes and other community groups to provide outreach services and advocate for resources for populations isolated by language barriers, location/transportation, educational attainment and socioeconomic status. In times of disaster, the Family Case Manager will provide case management services to impacted families.

Duties and Responsibilities

Indicate as clearly as possible the significant duties and responsibilities that are **essential** requirements of the job. List the duties in order of importance and the approximate percentage of time for each duty. Focus on major responsibilities rather than detailed work routines.

Provide culturally aware services to individuals and families: - Perform intake interviews, with response to immediate needs - Provide comprehensive family assessments which focus on the family's strengths, opportunities and needs - Develop goals with identified clients and evaluation of attainment of goals - Provide information about and make referrals to other community agencies - Facilitate clients' access to linguistically and culturally competent services including advocacy when needed 60.00

Duties and Responsibilities continued from page 1

 Recruit, train, and supervise volunteers
 Perform marketing activities that increase agency awareness including, but not limited to, Bishop's Annual Appeal events, United Way presentations, community fairs and producing written marketing materials in English and Spanish for parish bulletins, etc.
 Assist in the development of grant proposals and applications for program funding, and represent the agency and program at applicant presentations to prospective funders

 Assist individuals, families and groups to advocate for social issues through education, skill development and modeling 	
	10.00

 Maintain client records, agency and program data collection and reports as required by supervisor, agency policy and procedure and funding sources Produce grant reports as required by United Way and other funders Attend agency, staff and community meetings as determined by supervisor Perform other duties associated with the general responsibilities of this position and/or as assigned by supervisor 	
	5.00
In times of disaster: - Partner with a disaster affected individual or family to plan for and achieve realistic goals for recovery - Engage clients to cooperatively participate in the development, implementation, and ongoing review of an individualized disaster recovery plan - Serve as a primary point of contact, assisting clients in coordinating necessary services and resources to address their complete disaster recovery needed in order tage activities activities and activities and resources to address their	

- complex disaster recovery needs in order to re-establish normalcy
 Perform outreach to identify vulnerable persons in need of services and referrals
- Empower clients to play an active or lead role in their own recovery
- Network with other organizations to guide clients through sequence of delivery without duplication of benefits or services
- Actively participating in long term recovery groups where such exists

Formal Education (minimal level REQUIRED for this position)

O No minimum education level			
High School diploma or GED			
O Associates or other 2-year degree in	ncluding technica	l/trade school	
 Bachelors degree 			
O Masters or Professional degree (M.	3.A., J.D., etc.)		
O Doctorate			
Degree in specific subject area:	Degree Type:	Human Services Field	
	Concentration:		
Work Experience (minimum experience REQUIRED for this position)			

- O Less than 1 year
- 1 3 years
- O 4 6 years
- O 7 9 years
- \bigcirc 10 + years

Years of specific work experience: Field: ______ Years of experience: _____

Qualifications

- Fluent in Spanish & English (oral and written communications) preferred

- Demonstrated ability to work effectively with a wide diversity of people from different ethnic backgrounds
- Excellent interpersonal skills

Special Requirements:

- Knowledge of and commitment to Catholic teachings and practices and the mission of Catholic Charities of the Diocese of Raleigh

- Valid NC Driver's License and a vehicle in working order for business use

- Authorized to work in the U.S.

Skills: Proven computer skills including Word, Excel and other appropriate applications

*Job responsibilities may involve travel and some work beyond the regularly scheduled workdays, i.e., weekends and evenings as scheduled, and as needed.

Position Characteristics

Physical Requirements/ Work Environment (This section must be completed *entirely*, regardless of position)

		Amount of time spent			
	None	<1/3 of time	1/3- 2/3 of time	>2/3 of time	
Lifting greater than 20 lbs.	0	\bullet	0	0	
Sitting for extended periods	\bigcirc	\bigcirc	$oldsymbol{eta}$	\bigcirc	
Standing for extended periods	0	\bullet	0	\bigcirc	
Primarily office work	0	0	0	\bullet	
Primarily outdoor work	0	\bullet	0	\bigcirc	
Primarily indoor work	0	0	0	\bullet	
Prolonged exposure to heat/cold	0	\bullet	0	0	
Prolonged exposure to loud noise	0	$\textcircled{\bullet}$	0	\bigcirc	

Level of Supervision Received (check the option that best describes the position overall)

Direct Supervision: Supervisor gives specific instructions on all assignments. Work is reviewed regularly for	\bigcirc
accuracy and completeness.	\cup
General Supervision: Supervisor provides continuing or individual assignments by indicating what generally	\bigcirc
is to be done, limitations, quality and quantity expected, deadlines, and priorities.	\cup
Intermittent Supervision: Supervisor makes assignments by defining objectives, priorities, and deadlines.	_
Assists employee with unusual situations. Employee carries out successive steps and resolves problems in	(\bullet)
accordance with instructions and policies.	0
Administrative Supervision: Supervisor sets overall objectives and resources available. Collaborate on	\cap
deadlines, projects, and work to be done.	\cup
Long-Range Administrative Direction: Employee generally proceeds independently in accordance with	~
general plans, policies, and purposes of the department. Results of work are considered technically	\bigcirc
authoritative.	$\mathbf{\circ}$

The above statements are intended to describe the general nature and level of work being performed by the individual assigned to this job. They are not intended to be an exhaustive list of all the responsibilities, duties, and skills required for the position. All employees may have other duties assigned at any time.