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## POSITION DESCRIPTION

**TITLE:** CASE MANAGER

**FLSA STATUS:** Non-EXEMPT

**REPORTS TO:** CASE MANAGEMENT SUPERVISOR

**WC CODE:** 8864

### POSITION SUMMARY

Under the direct supervision of the Supervisor, the Case Manager provides direct care coordination services to pregnant women and families with infants enrolled in Healthy Start. These services are usually provided in clients home and include education and referral to community resources that address issues such as maternal and child health, positive parenting practices, safe home environments, and access to services or other community resources. Must observe and maintain confidentiality of information

### PRINCIPAL DUTIES AND PERFORMANCE STANDARDS

#### **Client Contact:**

- Complete an initial client contact and/or assessment, within the specified program timeframes and guidelines, to determine client needs and develop a plan that supports those needs.
- Provide information and educational materials to pregnant women on an ongoing basis to assist them in achieving a successful pregnancy to reduce premature births, low birth weight babies and/or infant mortality.
- Support the family to develop the necessary skills to care for the infant and observe that the family's environment is abuse free.
- Link clients to community resources and services, as needed, which support the well-being of women during pregnancy and/or during child's infancy (e.g. WIC, food banks, parenting programs, mental health services, etc.).
- Support pregnant women and their families and enable them to deal with challenges, obstacles, and crises by promoting the use of a variety of resources including the family, community and neighborhood.
- Assist clients in obtaining proper prenatal care, post-partum care, well-child care, family planning and interconceptional care, as needed.
- Develop and maintain comprehensive understanding of maternal/child health issues that are deemed risk factors during pregnancy and early childhood.

#### **Documentation:**

- Generate necessary correspondence in compliance with program guidelines of expected communications with clients and providers.
- Maintain accurate records and document, on a timely basis and following program guidelines, actions taken, including closure of case.
- Develop and maintain good working knowledge of program's electronic record system and State of Florida Healthy Start Standards and Guidelines.
- Maintain electronic and paper copy of client files up to date and organized by following program procedures.
- Prepare and submit appropriate administrative reports accurately and on a timely basis (e.g. client satisfaction surveys, caseload reports, timesheets, mileage reports, etc.).

#### **Additional Duties:**

- Participate in trainings, supervision and team meetings, as requested.
- Abide by all S4KF policies and standards of conduct.
- Perform other duties as assigned.

### KNOWLEDGE, SKILL AND ABILITIES

- BA/BS in social work, human services, or related field in an accredited program.
- 1-3 years related experience.
- Effective verbal and written communications.

## Position Description – Healthy Start Case Manager

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- Manage a caseload; organize and prioritize work assignments; make decisions and independent judgments; determine the appropriate course of action in emergency or stressful situations.
- Adhere to all mandatory reporting requirements.
- Computer skills with proficiency in Microsoft Office (Excel, Word, Outlook) and internet.
- Knowledge of confidentiality regulations and procedures.
- Knowledge of issues with Child Abuse and Neglect, Family Violence, Substance Abuse.
- Knowledge of community resources and how to access resources.
- Bilingual English/Spanish preferred but not mandatory
- Ability to evaluate a situation, identify potential safety risks and take applicable actions to avoid injury or harm.

### SERVICE EXCELLENCE STANDARDS

- Able to build and maintain an effective working rapport with client, S4KF staff and various community partners and funders.
- Demonstrates commitment to maintaining S4KF's high quality service standards.
- Deals professionally and proactively with Board members, staff, consultants, clients, providers, and the public.

### ADDITIONAL REQUIREMENTS

This position will require non-traditional hours including evenings and weekends.

- Valid Florida driver's license with reliable transportation with the following auto insurance requirements;
  - ✓ \$100,000.00 Bodily Injury Per Person
  - ✓ \$300,000.00 Bodily Injury Per Occurrence
  - ✓ \$50,000 Property Damage Per Occurrence

### WORKING CONDITIONS AND PHYSICAL REQUIREMENTS

This position is primarily based in the field, interacting with clients in their home or other community settings, with time required in the office for meetings, supervision and other duties as directed.

Working conditions in the field may include:

- Exposure to extreme weather (heat/cold/rain)
- Seeing clients under conditions that may be considered uncomfortable or even hazardous, such as premises that are poorly maintained, untidy, dirty, cluttered, and/or lack ventilation/air conditioning.
- Exposure to clients who may be hostile or aggressive.
- Exposure to clients who may have poor hygiene, infections, or a communicable disease.
- Physical activities such as climbing stairs, navigating dimly lit areas, walking extended distances, getting in and out of the car regularly and driving long distances.

S4KF is a smoke free environment including no smoking when in a client's home.

**I have read, understand and agree to all duties and responsibilities of this position.**

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Employee Print Name

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date