**Disaster Case Manager Job Description (part-time 20 hrs or less)**

The DCM is responsible for providing a wide variety of disaster recovery client services, including disaster relief, assessments, supportive services, information and referral, financial assistance, advocacy, and the development of long-term disaster recovery plans. Also responsible for maintaining case files in accordance with agency policies and gathering and reporting program statistical and outcome data. The position requires the flexibility of providing assistance on evenings and weekends as needed to meet client needs. Requires driving and home visits. Attending Long-Term Recovery Meetings monthly for Case Management, Rebuild and Convening for 77028.

**DUTIES**

The DCM will provide direct Disaster Recovery client case management services including, but not limited to: rapport building, client intake and eligibility determination, assessment, individualized long term recovery planning, provides disaster recovery information and referral, advocacy, case monitoring and aftercare services.

Provides direct assistance as available.

Leads regular team recovery plan consultation sessions.

Maintains accurate and timely documentation in client files in compliance with agency policies and guidelines, including: intake and assessment, service plans, case notes, quarterly review and revision of service plans and other documents as required by funding sources and agency policy.

Ensures the proper security of client records and confidentiality in compliance with agency policy.

Participates in continuous quality review of client records for compliance with agency standards.

Collaborates with other social service agencies to coordinate client services.

Completes mandatory database entry in CAN, Harvey Connect and other databases as required.

Processes requisition of UNMET NEEDS and HOUSING ASSISTANCE in accordance with organizations mission.

Purchases items from requisition after approval of NHRC consensus of board.

Processes receipts after purchases to present to the Data Clerk.

And, performs other duties as assigned.

Qualifications

MINIMUM EDUCATION REQUIREMENTS

Bachelor's degree in behavioral sciences, human services, or social services field preferred.

In lieu of degree, 4 years of relevant work experience or successfully completed at least three months of Disaster Recovery direct service.

**MINIMUM SKILLS AND EXPERIENCE REQUIREMENTS**

Ability to respond compassionately to persons who are in crisis, terminally ill or victims of domestic violence, while maintaining appropriate and professional boundaries.

Knowledge of general disaster recovery or social work practice and specific knowledge of trauma and domestic violence.

Two years of experience with case management, clients of trauma preferred.

Knowledge of community resources within Houston, Fort Bend or Galveston County.

Strong interviewing and assessment skills.

Must be able to practice and maintain client/program confidentiality, while at the same time function as a collaborating staff/team player.

Ability to work with diverse populations in crisis situations.

Data entry accuracy and excellent proofing capability.

Ability to work under pressure and manage multiple deadlines concurrently.

Strong verbal and written communication skills.

Nonprofit experience is preferred, but not required.

MS Office Suite (Word, Excel, Access).

**OTHER REQUIREMENTS**

Understands and supports a trauma-informed system of care and committed to providing quality, trauma-informed treatment supportive services as per program guidelines and services.