



CARING FOR OUR COMMUNITY ONE PERSON AT A TIME

Job Description

Job Title: New Beginnings Case Manager

Department: Peer Support Services

Position Status: Full Time, Non-Exempt

Expected Pay Rate: \$19.11/hour

Supervised by: Program Manager

General Statement of Duties:

The New Beginnings Case Manager provides community-based services to adults who have experienced recent incarceration and/or have pending charges. This includes assessment, service planning, coordination, advocacy, support, and monitoring related to the goals driven by the client's individualized service plan.

Specific Duties or Typical Work Activities:

- Conduct regular (weekly/bi-weekly) on-site visits to local jails, homes, and community settings to directly facilitate client referrals and coordination of care
- Completes intake and assessments to develop an individualized service plan; completes regular plan reviews and progress reports
- Provides appropriate supports and services necessary for progression of the goals including, but not limited to, assistance with arranging appointments, transportation, coordinating services with other providers, and agency liaison activities
- Serves as advocate, link, monitor, support, and resource person for program participants
- Ensures continuity of care and completes discharge planning
- Regularly conducts visits (home, community locations) with client to assess functional level, and progress
- Provides crisis management, as necessary
- Maintains up to date documentation and assessments for case record
- Other related work, as requested

Required Knowledge and Skills:

- Verbal and written communication skills
- Time management and self-initiation skills
- Knowledge of criminal justice, health, and social service systems
- Knowledge of basic care management processes, including assessment and planning
- Leadership skills and the ability to work in a team environment
- Computer and technology skills

Qualifications:

- Minimum of 2 years' experience working directly with consumers of behavioral health services and/or criminal justice
- Associate degree in a human services or related field
- Degree may be substituted by a combination of education and experience
- Self-identification as a person with lived experience related to the criminal justice system preferred

Additional Expectations:

- Must have a valid NYS Driver License, an acceptable driving record, and adequate auto insurance coverage
- Must work 40 hours weekly, Monday-Friday 8:30 a.m.-4:30 p.m.
- Must comply with Agency and program policies and procedures
- Required to understand and abide by the laws, regulations, policies, and procedures that apply to the program or services provided
- Required to report any known or suspected violation of laws, regulations, policies, or procedures related to programs, services, Agency operations, or personnel of the Agency
- Required to maintain accurate documentation including, but not limited to, purchase orders, petty cash, expenditures, mileage records, and time sheets
- Required to ensure that employees are aware of and abide by the laws, regulations, policies, and procedures that apply to the program or services provided
- Process reports of known or suspected violations with the Agency Compliance Officer, without any retaliatory action against any employee