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Case Manager Job Description

Overview:

“Founded in 1998, U.S. Dream Academy’s vision is to break the cycle of intergenerational incarceration that affects society’s most vulnerable children and youth through an approach that emphasizes skill building, character building and dream building. The organization targets second grade through high school students and seeks to intervene at critical points in their education before it is too late to provide the necessary support. Currently operating in 7 cities nationwide, we are transforming children into dreamers who envision and realize their potential. Our research-based programs challenge more than 700 young people daily and engage them in active learning through one-to-one mentoring, strong academics, and technology-driven activities and curricula.

Responsibilities:

Provides a range of client-centered services that links clients with health care, psychosocial and other services to ensure timely, coordinated access to medically appropriate levels of health and support services, continuity of care, ongoing assessment of the client's and their family members' needs and personal support systems, and case management.

Key Referral Specialist activities include:

- Developing a robust referral network for comprehensive services includes enhancing support for the entire family.
- Coordinate referrals generated from entities, then track and follow-up each referral to assist in navigating services in order to ensure children and families impacted by incarceration most effectively access and receive the appropriate services.
- Complete and document medical forms, psychosocial assessments, and diagnostic summaries in accordance with agencies specifications. Complete and /or make referrals for assessments and evaluation processes in accordance with client needs and/ or treatment.
- Develop and update individualized plan of care for assigned cases in accordance with client record and agency procedures.
- Identify additional partnerships to address any identified gaps in service or service delivery.
- Facilitate referral to oral health, transportation and nutrition
- Provide education to clients regarding available benefits programs, assist with applications, provide advocacy with appeals and denials, assist with recertification and provide advocacy in other areas relevant to maintain benefits/resources.
- Document all clients progress and contacts in progress notes within 72 hours of contact.

- Maintain all required and appropriate documentation for client records and progress notes for assigned cases
- Actively seek additional community resources and will also develop a system to effectively communicate with family members on issues surrounding service support and delivery.
- Develop and promote a resource guide to increase awareness of services and benefits for families.
- Partner with Orange County Public School District to leverage their established referral service which connects students in need to appropriate social services.
- Partner with Advent Health Orlando who would assist in coordinating various health-related services.
- Ensure that participants receive the identified services required in a timely manner and for the appropriate length of time.
- Attend and participate in staff meetings as required.

Requirements:

- Bachelor Degree in Social Work or related field
- Speaks both Haitian Creole and French
- Pass a Level 2 FDLE Background Screening
- Self-motivated, detail-oriented and organized
- Excellent written and verbal skills
- Outgoing personality and professional appearance
- Ability to work independently in a fast paced and collaborative team environment
- Ability to provide oversight of volunteers and offer direction as needed
- Reliable transportation and willingness to travel locally

License: Must possess a valid Florida driver's license and have access to reliable transportation.

Job Type: Part Time (5 hours per day)

Benefits:

- Flexible work schedule
- Wonderful team

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