**POSITION TITLE: CASE MANAGER**

**FULL-TIME POSITION**

**CLASSIFICATION: EXEMPT**

**PAY RATE: SALARY COMMENSURATE TO EXPERIENCE**

**POSITION EFFECTIVE DATE: JUNE 1, 2021**

**SUPERVISOR: PROGRAM DIRECTOR**

The Case Manager is responsible for the supervision of clients in a Sober living setting. The Case Manager shall provide a safe, supportive, and caring environment in which the clients will continue their recovery. The Case Manager is expected to cooperate as a team member with the program director and other staff members. The Case Manager has knowledge of and is culturally sensitive to clients and employees. This position is a great opportunity for students pursuing a career in this profession!

**POSITION PURPOSE:** To oversee, coordinate and facilitate the delivery of program services to Mare’s House members. Works one-on-one with clients to accomplish client’s care and treatment goals and performance. Develop, monitor, and evaluate treatment progress.

**POSITION DESCRIPTION:** Supervise program members to ensure a physically and emotionally safe environment. Provide a milieu for members (with social, behavioral, substance use and/or mental health issues), that allows for progress towards program goals, emotional growth, sobriety, and positive relationships. Coordinate all aspects of case load members’ day to day programming. Responsible for supervising and monitoring members during regular and non-regular business hours. Provide guidance, direction and support to case load members aligned with program and personal goals. Other member supervision duties may include taking attendance, supporting life skills classes, participation on field trips or excursions, facilitating house meetings, resident moves, help with shopping and budgeting, monitoring the residence housekeeping needs, recreational and other program activities. Case manager will assist in providing transportation of members as directed. Under direction of the Program Director, enforce limits for member behavior; administer consequences and privileges according to program policy. Provide individual and group coaching, peer to peer mediation and conflict resolution. Provide leadership and guidance to mentor staff and other allied professionals. Perform other duties as assigned and/or requested.

**EDUCATION:** High School Diploma, a Bachelor’s Degree is preferred; a combination of education and relevant work experience will be considered. Pursuing a higher level of education in school and/or training particular to this field is also preferred.

**QUALIFICATIONS:**

* Strong knowledge of general work practices and work ethic
* Flexible individual displaying accuracy and dependability
* Ability to follow MARE’s House policies and procedures
* Ability to handle sensitive and confidential information
* Ability to work in a safe manner
* Ability to maintain professionalism and organization in a fast-paced environment during all situations
* Ability to consistently maintain mental and emotional stability and express assertive personality when necessary
* Ability to effectively write and verbally communicate in English
* Basic ability to read and interpret documents at a basic level, such as reports, spreadsheets, and instruction and procedure manuals
* Basic ability to write routine reports and correspondence
* Beginning computer skills
* Excellent customer services skills including by person, e-mail or telephone
* Proficient ability to define problems, collect data, establish facts, draw valid conclusions and create resolution
* Proficient ability to work independently as well as in a team environment
* Proficient ability to plan and manage time
* Ability and willingness to appropriately share personal experiences with members and staff
* Proficient in crisis intervention and management, knowledge of behavior management techniques and verbal de-escalation processes, such as motivational interviewing
* Must be able to interact with members in a responsible and empathetic manner and to establish and maintain appropriate boundaries
* Must successfully pass pre-employment drug screen and background check
* Basic knowledge of 12 Steps of Alcoholics Anonymous
* Must have a valid California driver’s license
* Must possess DMV record that meets the company’s auto insurance carrier requirements for coverage to operate company vehicles