



**JOB TITLE:** Case Manager

**DEFINITION AND PURPOSE:**

Responsible for the day-to-day programming, manages participant activities and outcomes of the Virginia CARES program and collaborates with other community action agencies and area human services programs. Maintain effective program operations and relationships. Provide direct services to participants of Virginia CARES program.

**ORGANIZATIONAL RELATIONSHIPS:**

Direct Supervision: Subcontracting Agency Program Personnel

Central Administrative Office Supervision: Chief Operations Officer, Virginia CARES

**RESPONSIBILITIES:**

- Assesses participant's needs;
- Develops action plans for assisting participant in acquiring needed skills and training;
- Refers client to appropriate resources;
- Monitors each participant's progress in achieving action plan goals by meeting regularly with them, reviewing staff observations and reports, and collaborating with referral agencies;
- Facilitates individual and group counseling sessions;
- Sets up and coordinates educational groups;
- Interviews participants;
- Maintains program data, files, and reports;
- Assists participants in obtaining employment;
- Assists participants in obtaining support services and coordinates these services with other agencies;
- Provides crisis intervention services;
- Works in collaboration with Department of Corrections and other government/community offender services;
- Assists participants with housing needs and compiles an active temporary/permanent housing bank;
- Assists participants in obtaining appropriate identification documents;
- Assists participants within approved transportation requirements;
- Provides financial literacy training and debit-based banking assistance to participants when applicable;
- Shares information concerning activities and issues in locality which affect the community;
- Provides resource information to incarcerated individuals on community organizations; agencies and individuals providing supportive services;

- Recruits community volunteers to participate in workshops;
- Recruits and trains participant volunteers to assist with program;
- Attends meetings and training required by Virginia CARES;
- Meets or exceeds all program goals for specific service site; and
- Performs other duties as assigned and required.

**ESSENTIAL KNOWLEDGE, SKILLS AND ABILITIES:**

- General knowledge of community resources and supportive services.
- Individual and group counseling skills.
- Ability to communicate effectively, both orally and in writing.
- Ability to establish and maintain effective working relationships with others, especially individuals by criminal records and those who have mental illness, addiction, and/or domestic violence issues.
- Knowledge of the challenges and needs of incarcerated individuals and returning citizens.
- Experience with incarcerated individuals and returning citizens helpful.
- Excellent organizational skills and leadership ability.
- Ability to work independently.
- Computer literate. Knowledge of computer data entry required.

**TRAINING, EDUCATION AND EXPERIENCE:**

- Experience in case management, counseling and working with persons challenged by incarceration history, substance abuse, addiction and/or mental illness.
- Training and experience in leading groups preferred.
- Knowledge of Microsoft Office required.

**SPECIAL REQUIREMENTS:**

- Valid Virginia Operator's license with a good driving record and reliable transportation for insurance purposes.
- Able and willing to travel.

This description provides information regarding the essential functions of the designated job, as well as the general nature and level of work associated with the job. It should not be interpreted to describe all the duties that may be required of such employees or be used to limit the nature and extent of assignments such an individual may be given.

**Salary:** \$45,151 annually; Forty (40) hours per week with Benefits.

**Application:** Qualified individuals should apply at 2410 Wickham Avenue, Newport News, VA., 23607. Office hours are 8:00 a.m. to 5:00 p.m. Monday through Friday. You can also visit: <https://hrcapinc.org/about/employment/> to print an application and mail to P.O. Box 37, Newport News, VA, 23607. Also you can email your application and resume to [hrcapresume@hrcapinc.org](mailto:hrcapresume@hrcapinc.org)

**Closing Date:** Applications accepted until filled.

**Affirmative Action/Equal Opportunity Employer/Drug Free Workplace**



*“To lead a state-wide network of re-entry programs that promotes public safety by advocating for ex-offenders and providing supportive services to help them live successful lives.”*