

**LOWENSTEIN HOUSE, INC.
JOB DESCRIPTION**

CASE MANAGER - Lowenstein House East

Exempt: Yes	Grade: 6	Starting Pay Range: \$28,971 - \$34,185
Department:		
Supervised By: Director of Recovery		
Date Last Revised: July, 2019		

POSITION SUMMARY

The Case Manager provides case management and support services to assigned program members. They are responsible for providing assistance to members in all areas of life functioning. This position ensures that members are followed up on when sick or absent and provides assistance to members in accessing community resources. This position also serves as the transportation coordinator for members at the Lowenstein House East location.

RESPONSIBILITIES

1. Provide case management services and assistance to members in securing transportation services, referrals for counseling, medical services, I.D. cards, etc., in facilitating their participation in the Lowenstein House program.
2. Transport members as necessary for various appointments, such as to obtain certifications, income verification and other information needed for continuing enrollment in the Lowenstein House program.
3. Coordinate all transportation needs for the Lowenstein House East members with the TennCare transportation vendors.
4. Oversees/coordinates activities for Lowenstein House East members who are in orientation. Keeps track of orientation member's attendance; writes notes; follows their progress. Communicates with Barksdale Intake staff regarding issues related to orientation members. Conducts a weekly group for members in orientation.
5. Maintain required documentation and paperwork on assigned members. Completes all assessments, progress notes, service plans, attendance records, case management plans, etc. for members assigned to caseload.
6. Follow up on sick or chronically absent members. Contact case managers, family, etc. to check on the status of members. Conduct home visits when appropriate.
7. Conduct weekly workshops on WRAP, recovery, social skills or other assigned areas.
8. Assist with the development of housing plans for Lowenstein House East members when appropriate. Refer members for services in the community or to Lowenstein House's Housing Case Manager for services when appropriate.

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9. Administer a yearly outcomes assessment tool on all Lowenstein House East members twice a year. Administers the Member Satisfaction Survey to Lowenstein House East members at least once a year.
10. Fill in and/or assist when needed in other program areas, i.e., during times of absences, vacations, staff shortages, etc.
11. Perform other duties as assigned.

SUPERVISORY RESPONSIBILITIES

None

MINIMUM REQUIREMENTS

- Bachelor's Degree in Psychology, Social Work or related field plus one year of relevant work experience.
- Valid driver's license

OTHER SKILLS AND ABILITIES

- Ability to function with a high degree of initiative, creativity and independence
- Possesses basic computer skills
- Ability to work with and relate to a diverse group of people
- Ability to communicate clearly and effectively both orally and in writing

PREFERENCES

- Psychosocial rehabilitation experience
- Mental health or social service experience
- Familiarity with social service agencies and other community resources