



CASE MANAGER JOB DESCRIPTION

Position: *Case Manager for New Beginnings-A Home for Mothers* located in Milwaukee, Wisconsin (a not-for-profit organization sponsored by Christian Life Resources).

Description: The position of *Case Manager* is a hired position assigned to assist the *Home Manager* in operating the ministry of *New Beginnings – A Home for Mothers*.

Job Requirements:

Spirituality: The *Case Manager* must possess a deep level of spirituality, a love for God, His Word and His people. The *Case Manager* of *New Beginnings* must accept the doctrine and be in good standing with a congregation in fellowship with the Wisconsin Evangelical Lutheran Synod.

Gospel Ministry: While the ministry of *New Beginnings* provides valuable and necessary training in many secular concerns, all operations are to emanate from and point to the Word of God. The *Case Manager* is expected to model the principles of Scripture in her actions and words. The *Case Manager* is to correctly administer God's Law and Gospel for the present and future betterment of all the residents. The ultimate goal of all operations is to help each resident walk closer with and in obedience to the precepts of God and to cherish the salvation they have through Jesus Christ.

Gender: The governing boards of Christian Life Resources and *New Beginnings* have recognized the importance of a woman filling the position of *Case Manager*. The individual may be either single or married.

Communication Skills: Communication is the foundation of the *Case Manager* position. She needs to be able to listen actively, ask open-ended questions, provide feedback, and use appropriate verbal and non-verbal cues. The *Case Manager* needs to have the ability to write concise and accurate reports, documentation, and referrals, as well as using technology and tools to facilitate information sharing and collaboration.

Critical Thinking Skills: The *Case Manager* needs to demonstrate the ability to analyze, evaluate, and apply information and be able to make informed decisions and solve problems.

Interpersonal Skills: The *Case Manager* is expected to serve with a level of discipline reflecting an allegiance to the mission and vision statements of Christian Life Resources as reflected in the ministry of *New Beginnings*. She must work well with, and under the direction of, the *Home Manager* of *New Beginnings*, as well as other *New Beginnings* and Christian Life Resources staff members to both receive and serve as an encouragement for each other. She should seek to reinforce and support the policies of *New Beginnings* to the residents as established by the staff and *New Beginnings'* Board of Directors. Interpersonal skills include managing conflict, negotiating, and mediating, as well as demonstrating professionalism, integrity, and accountability.

Organizational Skills: Organizational skills help you to be efficient in planning, prioritizing and managing your time, tasks and resources. A *Case Manager* needs to be able to coordinate multiple aspects of care for our residents.

Ability to Work Well with Teens and Single Mothers of Lower Income: An inability and/or dislike for working with teens and single mothers would make it impossible for anyone to serve in this capacity. "Working well" does not mean one must have all the answers but that one enjoys the opportunities and can face the particular challenges of working with single mothers of lower income. Staff should be open and willing to brainstorm ideas to improve daily life for residents at *New Beginnings*. Based on the needs of the residents at New Beginnings, policies may adapt overtime and should be enforced and supported by all staff at *New Beginnings*.

Scheduled Work Hours: The *Case Manager* is responsible for setting her work hours every month to coordinate best with each resident. The *Case Manager* is to share it with the *Home Manager* for approval. The *Case Manager* must work a total of 20 hours per week, all hours are to be fulfilled at the office. The *Case Manager* should coordinate a schedule that ensures she is in the office when residents are not in school/work and appropriate overlap for effective communication and transition should also be factored into the schedule.

Program Responsibilities:

General:

- Assist the staff in conducting phone screenings, informational meetings, and Application Interviews, providing insight into the selection of new residents.
- Assist in conducting regularly scheduled events such as daily devotions, weekly bible studies, weekly group sessions, etc.
- Assure that the facility remains a safe and calm environment while on duty.
- Provide discipline and guidance when needed.
- Assist in networking with other local resources and non-profit agencies.
- Provide transportation to group night activities and exceptional (emergency) situations using the *Case Manager's* personal vehicle.
- Answer the phone and door; lock/unlock the common areas; allow residents to check in/out; oversee weekly chores, etc.
- Conduct regular drug/alcohol/pregnancy tests.

Case Management: Conduct goal meetings with each resident at *New Beginnings*, as well as set monthly goals. The *Case Manager* will be responsible for goal setting, ensuring goal completion, and facilitating resident success. Additionally, it is the responsibility of the *Case Manager* to be well versed in the resources available that will facilitate personal growth, educational growth, and overall progress. The *Case Manager* will also be responsible for organizing group nights and conducting informational meetings and interviews for new residential candidates. It will also be the responsibility of the *Case Manager* to network with other organizations to foster relationships with New Beginnings.

Resident Assistance: Work cooperatively with the *Home Manager* to accomplish the following duties: meet regularly (frequency to be suitable to each resident and agreed to by the Home Manager) with residents to check their progress towards established goals; assist residents in achieving career goals and research the education necessary for her career; discuss and arrange for adoption counseling when appropriate; perform informal counseling and refer appropriate residents to the professional counseling

services provided through Wisconsin Lutheran Child and Family Services; assist residents in applying for public assistance (Wisconsin Works (W-2)/Food Stamps/WIC/BadgerCare); and tutor residents.

Spiritual Development: Assist as needed with conducting daily devotions and Individual Bible Studies. Work with the *Home Manager* to identify areas of concern that require spiritual training for the residents and develop strategies to address those needs.

Screening Residents: Assist the Application Committee and *Home Manager* by being responsible for conducting or assisting with screening informational meetings and interviews and provide other assistance as needed to evaluate potential residents.

Other: Work cooperatively with the *Home Manager* to handle additional duties as needed for running an efficient and effective ministry. The *Home Manager* and *staff* should divide some of the duties in a manner that matches the unique skills and interests of each staff member.

Special Note: As a rule, the staff should NOT provide childcare services. Residents are encouraged to find their own childcare services and to use public transportation. Staff vehicles are to be used to provide transportation to group night activities and exceptional (emergency) situations. Under no circumstances are residents permitted to operate staff personal vehicles.

Administrative Responsibilities: Assist the *Home Manager* with administrative duties as necessary and beneficial for the ministry. These tasks include but are not limited to organizing and keeping inventory of donations, writing thank you cards, and maintaining an organized office.

Operational Responsibilities: *New Beginnings* needs good oversight of the operations, so the facility and grounds are maintained in a safe and attractive manner. Many of these duties (such as cleaning, yard work, apartment inspections and simple maintenance projects) can be handled by the staff. The *Case Manager* should help with these duties as reasonably possible.

Reporting Responsibilities: The *Case Manager* reports directly to the *Home Manager*. She is also responsible to the *New Beginnings'* Board of Directors and ultimately to the National Director of Christian Life Resources.

Compensation/Benefits: The starting wage for this position is \$18.00 per hour, and the hours per week will be 20 hours. In most cases the *Case Manager* will work a total of 20 hours per week but may be asked to work additional hours if necessary for scheduling purposes. The hours and days worked at New Beginnings can be flexible from week to week.

Please contact Chelsea Adair at
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for additional information on the position and/or an application.