Department: Women and Children’s Ministries/Hope Center

Position Title: Aftercare Case Manager

Employee Name:

**JOB SUMMARY**

The aftercare case manager provides supportive case management services and spiritual guidance to women (and children) in the transition phase of their program at Hope Center and as they move into the family ministries’ aftercare program. Additionally, this position serves in an outreach capacity to women and children living on the streets through the Hope on the Streets program, in addition to extending love and spiritual support to former residents.

Duties require a broad understanding of Biblical principles, human behavior, and social service resources available to women and children. The case manager’s goal is to assist the client in identifying and overcoming obstacles that exist in employment, housing, spiritual life, legal issues, and relationships that will allow them to successfully achieve independence from Hope Ministries.

**RESPONSIBILITIES**

* Participate in the spiritual growth and Christian instruction of those whom Hope Ministries serves. This can include (but is not restricted to) personal mentoring, the sharing of Scripture and Biblical encouragement, and praying with program participants. This may be in a structured setting (i.e. a classroom or chapel), or unstructured, with individual clients as the need arises.
* Teach and model daily life skills, including relationships, parenting, problem solving, conflict resolution, emotional wellness, etc. to clients.
* Hold women and children residing at Hope Center accountable to upholding program requirements and working their recovery plans.
* Work in a spirit of cooperation and mutual assistance with staff, residents, and volunteers.
* Assist clients with advocacy issues by making contact with needed community services.
* Help clients to identify boundaries and barriers that keep them from growing and to develop a strategy to overcome them.
* Observe and respond to symptoms of emotional distress in clients, providing crisis intervention as needed to maintain a standard of safety for all involved during a crises.
* Maintain contact with aftercare clients through home visits, meetings in the community, phone communication, card correspondence, and social media (Facebook, etc.).
* Develop and implement a Women and Children’s Ministries’ Alumni Association including recreation and fellowship opportunities for Alumni and those in aftercare.
* Network within the community and businesses to develop potential career opportunities.
* Conduct Biblically-based recovery / life skills or Bible classes as assigned, includes Internet studies with aftercare clients.
* Serve as resource for Hope Center staff and/or volunteers providing educational information and assisting them in spiritual development of clients.
* Maintain current documentation of all care plans in accordance with program standards.
* Enhance professional development and spiritual maturity through participation in educational programs, Bible study, in service trainings, workshops, etc.
* Maintain ministry policies and procedures, objectives, and participates in assigned quality assurance and performance improvement activities.
* Attend WCM staff meetings (required attendance of 75%) and educational training as approved or assigned by the director and / or supervisor as opportunity allows.
* Carry, maintain, and utilize a company-provided cell phone or smart phone to conduct the responsibilities of this position to include:   being reachable during business and off hours during weekdays and weekends should the need / schedule allow and checking and responding to emails or text messages in a timely manner to ensure that priorities are met.
* Perform other assigned duties by supervisor or the director.

**QUALIFICATIONS**

* Must be in agreement with Hope Ministries’ Statement of Faith and Purpose, and Core Values.
* Must have a lifestyle that demonstrates moral and ethical adherence to the teachings of the Bible and an expressed desire to minister to those who are poor, needy and homeless.
* Able to lead others toward spiritual maturity and model Christ-like behaviors.
* Must have a good knowledge of the Scripture and an ability to apply Biblical principles to real life situations.
* Must exhibit leadership, good judgment, sensitivity, compassion, and work well with diverse groups of people, and be concerned about their needs, showing an ability to motivate and to provide tough love when appropriate.
* Must have good oral and written communication skills.
* Must be able to operate Microsoft Office programs including Word, Excel, Outlook, and PowerPoint.
* Ability to work cooperatively with staff, other disciplines and social service agencies.
* Working knowledge of resources in the community.
* Ability to consistently meet work schedule as designated.
* Possesses valid driver’s license.
* Bachelor’s degree in social work or related field and two years of experience in human service preferred.

**Reports to:** Case Management Supervisor

**Employment Status:** Full-time salary/ Exempt

**Work Schedule:**

Daytime, evening and weekend day hours required

Some schedule flexibility required to meet client needs