



Job Description

Position Title: Case Manager

Reports to: Program Director

Status: Full-time

Classification: Non-Exempt

Last updated: January 2022

Organization Mission and Core Values

The mission of Expect Hope is to provide a supportive residence for expectant women while they build self-sustainable lives founded on faith in Jesus Christ.

1. Preeminence of Christ

Jesus is first and foremost in everything related to Expect Hope. He is “the head of all rule and authority” and we look to His example of absolute righteousness as the standard for moral values, attitudes, behavior, and life choices. (Colossians 1:15-23, Colossians 2:10)

2. Authority of Scripture

The moral standard revealed by God in the Bible is absolute and informs how we are to relate to our Creator and all others. (Matthew 22:37-40)

3. Sanctity of Life

Each human life begins at the moment of conception, regardless of the circumstances, and every conceived child bears the image of God. The child is His creation who should be protected and cherished. (Psalm 139:13-16)

4. Unified Leadership

God is glorified when leaders are united in the wisdom that comes from Christ Himself. We “make every effort to keep the unity of the Spirit through the bond of peace” by cultivating a posture that acknowledges and defers to His presence. (1 Corinthians 1:30; Ephesians 4:3)

5. Empowerment of Mothers

Mothers are empowered by the building of capital and opportunity. This includes increasing social connections, tangible property, employable skills, and laying a strong spiritual foundation, all of which results in the alleviation of economic, relational, and spiritual poverty. (Zechariah 7:9-10, Micah 6:8, Job 31:16-23)

6. Advancing Effective Partnerships

The church, an expression of Jesus and his primary agent of change, proclaims the message of reconciliation with God and love for neighbor. We appreciate the strength and beauty that comes when all parts of the body of Christ work together to accomplish his purposes. Our partnership with Christ-honoring churches and private sponsors is a great source of encouragement as together we provide support for expectant women. (Acts 1:8; 2 Corinthians 8:1-15)

Position Description

The Case Manager meets with residents individually at least once each week for at least one hour a session and maintains daily session records. She is responsible to assist residents in setting up a personal growth plan and guide them in accomplishing all program and personal goals and objectives. Her additional responsibilities are to interview prospective residents, teach life skills classes weekly, and facilitate life transition upon exit from the program. The Case Manager must be able to work and thrive in a highly collaborative environment. Performs other duties as assigned by Program Director.

Particular Responsibilities:

Work within the Team

- Be a team member in seeing that the philosophy, purpose, and objectives of the house are being implemented with each resident
- Be a team member under the direction of the Program Director
- Be punctual, attend, and actively participate in all staff meetings, trainings, and special functions
- Maintain a Christ-centered environment that is joyful, nurturing, relaxing, and peaceful
- Represent the home by making presentations to local churches and other groups as needed
- Participate in weekly professional development by reading books and articles, listening to podcasts, watching webinars, and providing feedback to team members for mutual growth
- Maintain confidentiality for every resident and her child and every aspect of the program
- Participate in fundraising events as needed – help plan, set up, tear down, present, run information tables
- Model a life lived in submission to and worship of Jesus Christ
- Attend all workshops or conferences that are recommended to increase skills and development
- Be flexible to fill another staff role should the need arise
- Along with other members of the house staff, be responsible for answering the phone and conveying messages
- Must have a positive and respectful attitude when collaborating with other staff members to help residents meet their goals

Serve the Residents

- Be the first point of contact with prospective residents and record case notes on each one
- Interview prospective residents for admission along with the Resident Directors
- Facilitate case meetings with each resident at least one time each week to help her in her decision-making planning for the future and overall wellbeing
- Record timely case notes for each resident on a weekly basis
- Coordinate educational plans with residents, House Staff, and other educational services
- Provide educational group activities: options class, life skills, etc.
- Be a liaison on behalf of the residents with social service agencies and families
- Be responsible for coordination of plans for the mothers and their children
- Initiate weekly case reviews with the Program Director
- Be responsible for maintenance and upkeep of each resident's file (paper and electronic), including Individual Service Plans (ISP), progress reports, and identifying, medical, and other documentation
- Help the mothers work through issues that affect their abilities to have healthy personal relationships
- Develop an improvement plan addressing problem areas in mothers' parenting in conjunction with the House Staff when necessary
- Be responsible for discharge planning and follow-up for each resident from a social work perspective and make appropriate referrals to community resources and services needed by the resident
- Accompany residents on appointments as needed
- Assist the Program Director in developing and implementing programs
- Network in the community and greater NYC area for the purposes of: recruiting prospective mothers, increasing awareness of the program, making relationships with service providers with the assistance of the Program Director
- Submit weekly reflections on service

Qualifications:

- Be a committed follower of Jesus Christ
- Be a member of church that aligns with the statement of faith of Expect Hope
- Be capable of providing leadership and spiritual guidance to residents and team members by word and deed
- Demonstrate a strong commitment to the sanctity of life
- Be a person of demonstrated integrity, maturity, and sound judgment
- Have excellent written and verbal communication skills (bilingual ability in English and Spanish preferred)
- Be flexible and resilient
- Be able to multi-task and meet deadlines promptly
- Have a bachelor's degree or commensurate experience (2+ years serving with a non-profit preferred)

Work Environment and Team Culture

Each Expect Hope team member is intentional to promote our staff culture. We take ownership over these values and promote them daily. We hold each other accountable in this effort. The staff culture of Expect Hope is comprised of 1) Arming ourselves Spiritually through worship, prayer, and Scripture; 2) Being faithful to our callings through education, strategy and follow-through; and 3) Preserving the Bonds of Peace through relationship, compassion, and resiliency.

Job Hours and Location

The Case Manager is a full time, nonexempt position, approximately 40 hours per week. Service will generally take place during daytime hours on Monday through Friday, however occasional evening or weekend hours may be necessary for events and meetings. These hours will sometimes be additional, but more often may be exchanged for usual work hours. The work location is primarily the Expect Hope home. Work attire is business or business casual depending on the location of service.

Starting Date: January 2022

Compensation and Benefits: Compensation is negotiable based on experience. The candidate will receive ten vacation days and ten holidays annually.

Please Note:

The above job description is intended to describe the general nature and level of service of an employee in this position. This is not intended to be an exhaustive list of all responsibilities and qualifications. Other duties may be added and this job description may be amended at any time.