

Lutheran Services Carolinas Job Description

Job Title: Disaster Case Manager
Supervisor (title): Disaster Services Program Supervisor
Department: Disaster Services
Approved by: B. Welch Thomas  **Date:** 3/10/2017

Position Purpose/Summary:

This position will provide long term disaster case management services to program eligible survivors of natural disasters.

Essential Functions *(Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)*

1. The primary objective for disaster case managers shall be to communicate with Volunteer Organizations Active in Disaster (VOAD), local Long Term Recovery Groups (LTRG), North Carolina Emergency Management (NCEM) and Federal Emergency Management Agency (FEMA) to address client unmet needs following Hurricane Matthew.
2. Work closely with Long Term Recovery Groups (LTRG) to identify unmet needs of the effected population and connect them with the resources survivors need.
3. Provide comprehensive case management services and advocacy to clients to receive the following items as needed but not limited to: basic furniture and supplies, housing that leads to long-term sustainability, clothing and food, benefits restoration, job training assistance and assistance with physical and mental health resources.
4. Manage caseload as assigned by the Program Manager.
5. Prioritize client needs and assist qualified applicants through the recovery process.
6. Connect clients to other community resources, VOAD as needed and available.
7. Enter data timely and accurately into web-based Coordinated Assistance Network (CAN) application and other databases as required and develop an Individual or Housing Recovery Plan and a case close out at the appropriate time.
8. Participate in initial and on-going workshops, seminars, education programs and other activities that promote professional growth and development.
9. Driving/Travel required.
10. Perform other duties as required.

Supervisory Responsibilities, if any (*The scope of the person's authority, including the positions that report to the incumbent.*):

N/A

Qualifications (Minimum Job Requirements): *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions*

Education: Bachelor's degree in social work or related field preferred.

Experience: One to three years of relevant experience in case management; experience with disaster response case management preferred. Experience supervising volunteers, preferred

Specific skills/abilities: Ability to communicate effectively both verbally and in writing. Ability to handle all information with the utmost confidentiality. Computer literate and knowledge of Microsoft Office products (Word, Excel, Power Point). Possess sensitivity to the service population's cultural and socio-economic characteristics. The ability to work effectively within a church related agency and specifically the Lutheran Church constituents.

Specialized knowledge, licenses, etc: Valid Driver's license and excellent driving record.

Preferences (Optional): (*Preferred attributes for the position, which are not absolutely required in the minimum qualification - e.g. masters degree, bilingual*).

1. Masters degree preferred.
2. Disaster Case Management experience preferred.

Working Conditions/Physical Requirements: (*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions*).

1. Ambulatory throughout all locations.
2. Driving to various locations to provide case management services..
3. Ability to bend, stoop (to floor), reach overhead.
4. Ability to live minimum 10 pounds.

This job description is not an employment contract. Lutheran Services Carolinas reserves the right to alter the job description at any time without notice.

Employee Signature

Date

Supervisor Signature

Date

Employee signature constitutes employee's understanding of the requirements, essential functions and duties of the position.