



**Job Title:** RI Works Lead Case Manager

**Job Purpose:** To provide case management and care coordination services to individuals and families receiving TANF benefits, ensuring their compliance for specific component areas and assisting with resolving barriers for progress.

**Reports to:** Community Services Manager

**Job Duties:**

*Lead Case Manager will:*

- Identify referrals through CODECT data system and distribute to the case managers as appropriate.
- Prepare program reports according to program guidelines.
- Build relationships with community providers to promote program and coordinate resources.
- Attend RI Works Advisory Council, Local Implementation Team (LIT), and other service coordination team meetings in the Providence area.
- Keep RI Works case managers up-to-date on current knowledge of the RI Works program, including all new program changes.
- Conduct regular staff meetings in the absence of the Community Services Manager.

*Additional duties include:*

- Conduct comprehensive assessments (including assessing risk such as but not limited to basic human needs, vocational/employment factors and other related risks) on assigned residents.
- Develop a service plan with residents in accordance to provisions stated within the specific case management program.
- Provide community and/or home visitation to residents on caseload.
- Provide instruction in adult daily living skills as needed and as related to barriers for academic/vocational/employment goals.
- Assist with completion of emergency funding, housing, utility assistance, medical and state benefits and other appropriate applications for residents as needed
- Maintain required resident contact as deemed by program/DHS.
- Maintain current and accurate record keeping for resident files in accordance with standards of particular case management programs.
- Utilize computer database systems to maintain appropriate information on residents, per program and agency requirements.



- Complete all paperwork required for data generation in a timely fashion as determined by Community Service Manager.
- Complete all paperwork associated with maintaining current resident statistics
- Attend regular supervision with Community Service Manager.
- Collaborate with other CAPP programs and administration to ensure coordination of efforts and resources and the smooth implementation of services.
- Maintain productivity levels, which are determined by the Community Services Manager and in compliance with both program and CAPP standards.
- Attend program-related meetings as appropriate.
- Attend and participate in all CAPP public relations activities as appropriate
- Attend training and development sessions

### ***Other***

- This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required on the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

### ***Skills and Qualifications***

- Ability to read and interpret documents such as incident, psychosocial and medical reports
- Ability to write routine case management narratives, reports and correspondence
- Ability to speak effectively before groups and consumers, representatives of other agencies or CAPP employees.
- Ability to operate and maintain control of an automobile and/or passenger van.
- Ability to type on word processor and/or computer
- Ability to solve practical problems and deal with a variety of concrete variable in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written and oral form.
- Excellent oral and writing skills

### ***Education and Experience***

- Associate Degree and a minimum of 4 -5 years related experience or BSW/BA and minimum of 2 years related work experience.
- Must have demonstrated case management skills and experience; emergency intervention methods, family dynamics, health and substance abuse systems; and knowledge of community resources



- May require in the future a case management/community health worker certificate. Must be willing to obtain certification if requires

**Job details and requirements**

- Full-time 37.5 hours per week
- Salary \$40,000 annually
- Flexible schedule to accommodate some evenings and weekends as required
- Benefits included
- BCI – Background Criminal Check required
- Reliable transportation (mileage will be compensated)
- Must maintain valid driver’s license and proof of liability insurance
- Bi-lingual Spanish a plus
- Must be able to lift up to 25 pounds without assistance

**To apply please forward your cover letter, resume and two references (2 PROFESSIONAL preferred or 1 PROFESSIONAL, and 1 PERSONAL) to:**

**Elizabeth Dias-Coelho**

**Human Resources & Facilities Manager**

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