



## YMCA JOB DESCRIPTION

Job Title: **Case Manager Assistant**

Job Grade: N/A

FLSA Status: Non - Exempt

Revision Date: 12.21.2015

Reports to: Case Management Supervisor

---

### **POSITION SUMMARY:**

Case Manager Assistant provides individual intensive case management to help clients maintain recovery from addiction and transition into self sufficiency and independent living. The case manager assistant will work with clients to develop specific goals and objectives for the time they are in the program such as building a positive recovery support program, finding employment, financial counseling, and locating permanent housing.

### **ESSENTIAL FUNCTIONS:**

- Is responsible and accountable for monitoring of entire floor of housing programs as scheduled.
- Has choice to sleep on-site of facility during off-duty hours. If choosing to sleep on-site, shall report occupancy status to the front desk staff. The House Manager will be paid the regular hourly rate if needed to respond for crisis management after scheduled work hours. Response for fire alarms will be paid for one hour of work; unless the response is deemed necessary for management beyond one hour.
- Is responsible for monitoring the programs during on-duty hours.
- Adheres to all assigned house work schedules and assists in all activities.
- Interacts with program clients and behaves in a fashion which serves as a role model.
- Attends weekly house meetings and staff meetings as required.
- Abides by conditions described in the House Manager's Handbook.
- Assists the Case Manager in providing clients with orientation regarding the house rules and regulations.
- Oversees chore assignment, completion and room inspections.
- Monitors the clients' adherence to the house rules and reports all violations immediately to the Case Manager. Assigns and enforces restriction and/or consequences for rule violations.
- Conducts client bed checks.
- Maintains a daily written log regarding house and client activity and submits to the Case Manager for review and consultation if necessary.
- Provides transportation and supervision of clients during group and therapeutic activities as approved by the Supervisor(s).
- Conducts and observes regular drug and alcohol screens. Must conduct screens at return from all unsupervised visits or events away from the facility.
- Responds to crisis situations according to established guidelines and informs the Case Manager of all crisis situations immediately.
- Meets with the Case Manager and/or Housing Director regularly and provides updates regarding client activities and the condition of the house.
- Abides by the organizations Risk Management and Safety requirements.



## YMCA JOB DESCRIPTION

### CRITERIA FOR SUCCESS:

The effectiveness of the Case Manager Assistant shall be measured by:

1. The level of satisfaction of housing funding sources
2. The degree to which the position was performed as measured by the Housing Director through observations and written evaluations
3. The degree to which the YMCA policies are followed
4. The degree to which the Housing Program is managed
5. The degree to which the Character Traits are exemplified:
  - Caring: To be sensitive, understanding and responsive to the well being of self and others
  - Honesty: To be truthful, trustworthy, sincere, and fair in words and action
  - Respect: To value the worth of a person and property, treating others as you would have them treat you
  - Responsibility: To recognize, accept and fulfill the obligation to contribute to a better Society.

### QUALIFICATIONS:

- Must be on-site of the program facility during scheduled work hours.
- Person may not have any current legal charges or obligations and is either employed, enrolled in training/school or is involved in a praiseworthy endeavor.
- Persons in recovery from chemical addiction with at least two (2) years continuous sobriety preferred. If self-diagnosed as recovering addict, must remain clean and sober; maintain sobriety and active program of recovery to provide positive role modeling.
- Must commit to ongoing recovery; work program of recovery
- Submit to random urine screens
- Must have current drivers license
- Must be CPR and First Aid Certified
- Must submit weekly time sheets to Housing Director
- Ability to communicate positively and professionally using the English Language, both spoken and written
- Ability to demonstrate good decision making skills, intelligence, flexibility, emotional maturity, a positive outlook, respect, and a professional attitude toward all clients and staff
- Ability to communicate positively and demonstrate enthusiasm

The following five absolutes of the YMCA of Reading and Berks County will be demonstrated in all situations.

1. Greet all newly admitted clients with a handshake, eye contact, and smile.
2. All staff will be on time for interviews, appointments, and meetings.
3. Treat all clients (regardless of the circumstances) with dignity and respect.
4. Maintain a positive, caring and empathic attitude.
5. Listen. Be present.



## YMCA JOB DESCRIPTION

### PHYSICAL DEMANDS:

| Physical Demands<br>(Without Accommodations) | Never | Occasionally<br>(Up to 33%) | Frequently<br>(34% - 66%) | Continuously<br>(67% - 100%) |
|--|-------|-----------------------------|---------------------------|------------------------------|
| Sitting                                      |       |                             |                           | X                            |
| Walking                                      |       | x                           |                           |                              |
| Standing                                     |       | X                           |                           |                              |
| Bending Neck                                 | X     |                             |                           |                              |
| Twisting Neck                                | X     |                             |                           |                              |
| Bending Waist (forward or sideways)          | X     |                             |                           |                              |
| Twisting Waist                               | X     |                             |                           |                              |
| Squatting (crouch or sit on one's heels)     | X     |                             |                           |                              |
| Climbing                                     | X     |                             |                           |                              |
| Kneeling                                     | X     |                             |                           |                              |
| Crawling                                     | X     |                             |                           |                              |
| Repetitive Hand Movement                     |       |                             |                           | x                            |
| Reach Above Shoulder Height                  | X     |                             |                           |                              |
| Reach Below Shoulder Height                  | X     |                             |                           |                              |
| Move Items Weighing up to 10 lbs.            |       | X                           |                           |                              |
| Move Items Weighing 11-25 lbs.               |       | X                           |                           |                              |
| Move Items Weighing 26-50 lbs                |       | X                           |                           |                              |
| Move Items Weighing 51-75 lbs.               | X     |                             |                           |                              |
| Move Items Weighing 76-100 lbs.              | X     |                             |                           |                              |
| Move Items Weighing over 100 lbs.            | X     |                             |                           |                              |

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

Employee signature below constitutes employee's understanding of the essential functions, qualifications, and physical demands of the position.

\_\_\_\_\_  
Employee Print Name

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date