



## JOB POSTING

### Position title: Permanency Case Manager

The Permanency Case Manager is responsible for assisting the permanency therapist with meeting the needs identified on the case plans for clients, including but not limited to; housing, employment, basic needs like food and household supplies, referrals for specialized services, transportation, etc. The CM will work closely with the court systems, especially Safe Baby Court. The Case manager also plays an integral role in supporting the team towards successful and stable permanency.

#### Duties and Responsibilities

- Combine skillful questioning and active listening with support and guidance in a process that gives individuals a sense of control and empowerment over their situation
- Provide direct client contact via in-person and telephone; requires knowledge and understanding of the human service delivery system; and the ability to communicate effectively and tactfully with diverse and multicultural individuals.
- Assess client needs, facilitate problem-solving with families and make accurate referrals to appropriate community agencies, programs and services.
- Complete and accurately document information of all interactions.
- Acquire and maintain a high level of familiarity with community resources.
- Conduct follow-up with clients to determine if they received the services they needed.
- Assist with development of case plans
- Inform team of status changes and necessary resources.
- Arrive at work on-time and maintain regular attendance; works assigned shifts and other shifts when needed.
- Recognize stress and takes personal responsibility for self-care by appropriately utilizing opportunities to debrief after difficult calls; take allotted daily work breaks; and schedule vacation/personal days off.
- Accepts and maintains personal accountability.
- Keeps up to date with knowledge of resources through regular review of internal communications about services changes, capacity limits and eligibility requirements.
- Show respect to all staff members, volunteers, interns, callers/clients and professionals from other agencies.
- Make appropriate use of supervision.
- Operate in a manner that is reflective of the FCS value of advocacy and empowering clients.
- Regularly communicate and ensure compliance with the mission, vision, strategic directives, strengths based and systems service philosophy, and learning organization principles.
- Model, promote, and ensure agency atmosphere and service delivery are culturally and linguistically competent and sensitive.
- Responds to request for input or feedback from the supervisor or other staff members in a timely manner and suggest solutions to identified problems.
- Follow personnel policies and procedures and stay abreast of contents of employee handbook to assure adherence to the manual especially as it relates to privacy and confidentiality.
- Regular attendance and reliable transportation required.

**Requirements:** Bachelor's Degree in Social Work or related field required and/or four to six years of related experience and/or training; equivalent combination of education and experience may substitute education requirement. Case Management or experience in social/human services and experience in juvenile justice/court system preferred.

Salary: \$45,000

Submit resume to: [hrdept@fcsnashville.org](mailto:hrdept@fcsnashville.org)

EOE M/F/D/V