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## Case Management Specialist

### Summary of Position Responsibilities:

The Case Manager provides services to residents.

### Description of Supervision/Supervisory Responsibilities:

The Case Management Specialist is approved by the Executive Director and works under the general supervision and direction of the Community Support Coordinator.

### Essential Functions of Job:

- A. Coordination of supportive services and other activities to improve living conditions for the residents and to enable residents to age in-place.
  - Act as a liaison between SHA, residents, Stoughton Council on Aging, and local service providers
  - Provide case management which includes intake, assessment, education, and referral of residents to service providers in the general community
  - Provides direction and collaborates with the current Resident Services Coordinator
  - Coordinate and oversee the delivery of services, ensuring services are provided on a regular, ongoing, and satisfactory basis.
  - Coordinate and collaborate with COA, by sponsoring educational events, which may include subjects relating to health care, life skills training, etc.
  - Encourage the formation of Civic Engagement and/or Self-Help Groups with residents and faith-based and/or other community-based groups if a particular need is evident
  - Monitor and track the services provided through the community agencies
  - Encourage and assist in increasing involvement in the SHA Resident Advisory Board in each Federally aided elderly/disabled development

- Foster a sense of community and encourage residents' efforts to support and assist each other in their effort to move forward toward aging-in-place
- Maintain client records and enter all data into our data system, GrantSolutions, and other necessary databases as required
- Evaluate the overall success of the program through the production of variety of reports tracking progress being made
- Work directly with the Greater Boston Food Bank and other agencies in coordinating the monthly Commodity Supplemental Food
- Coordinate with other HA's under management agreement for services as required
- Other duties as required

B. Ensure program compliance in conjunction with the Supervisor:

- Maintain accurate files, records, mailings, and notice distributions
- Maintain a high degree of confidentiality relative to residents' records

C. Coordinate a Local Program coordinating Committee (PCC)

- Meet and coordinate with local service providers
- Maintain list of active and accurate services provided in the community

Minimum Competencies:

- Excellent communication skills, both oral and written
- Ability to deal tactfully, courteously, and professionally with all persons, even in stressful situations, is essential
- Ability to maintain confidentiality and to exercise sound judgment and discretion
- Ability to work in high pressure situations, as necessary
- Highly organized, detail oriented, takes initiative, and able to work independently
- Ability to handle multiple tasks, prioritize effectively, meet deadlines, and deliver high quality work
- Reliability and professional personal presentation, is essential
- Project management experience desirable
- Operates standard office equipment, including a computer
- Proficiency in typing, basic word processing, spreadsheet, and database software (such as MS Word and Excel).

Education and Experience/Other Requirements:

- High School diploma or G.E.D. required; college degree preferred in relevant field (i.e., Social Services, Business) preferred –

- Five years progressively responsible experience in relevant position (i.e., social services, social work, psychology, housing administrative assistant, or similar experience). Knowledge of general office procedures (e.g., correspondence, data collection, e-filing) desirable. Previous experience in municipal government preferred

Physical Requirements/Work Location:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Case Management Specialist Position:

This is an in and out of office-based job in a dynamic municipal office. While performing the duties of the Case Management Specialist, the employee is required to: interact and communicate frequently with the residents of SHA, other team members and/or third parties transacting business with the Authority; operate standard office equipment including computers and keyboards, at efficient speed; and move throughout the municipal office. Travel to other agencies SHA oversees to partner with is required. The employee must occasionally lift and/or move up to 20 pounds. The employee may be required to work beyond normal business hours occasionally, including evenings.

*The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and/or requirements of the job change.*

Date adopted/revised: 06/25/2024