



JEWISH FAMILY AND CHILD SERVICE JOB DESCRIPTION

Job Title: Social Service Intake Case Manager

Employment Status: Hourly Non-Exempt

Program/Department: Intake/Emergency Aid

Supervisor: Deputy Director

Date Prepared/Updated: August 25, 2021

Salary Range: \$45k - \$55k (1 FTE)

Email Cover letter & resume to: sgreenberg@jfcs-portland.org

JFCS' mission is to improve the quality of life and self-sufficiency of the Jewish and broader communities throughout the Portland metro area in accordance with Jewish values. JFCS is based in downtown Portland.

Highlights

- Flexible working hours
 - Flexible work location (including office space on east and west sides of Portland)
 - Reimbursed parking
 - Collaborative team environment
 - Extensive and accessible benefits
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Organizational Background:

Founded in 1947, Jewish Family & Child Service's purpose lives in its mission statement: To improve the quality of life and self-sufficiency of the Jewish and broader communities throughout the Portland metro area in accordance with Jewish values. JFCS cares for its community by directly serving its clients with current, emergent and anticipated needs via four program areas: Disability Support Services; Holocaust Survivor Services; Emergency Aid; and Counseling. It is an affiliate of the national Association of Jewish Family and Children's Agencies (AJFCA). It is a constituent agency of the Jewish Federation of Greater Portland.

Purpose and Qualifications for Job:

The primary role of this position is to facilitate client connection with JFCS services and other community supports. The Social Service Intake Case Manager will assess and complete emergency-aid requests, including case management and resource distribution. This includes information collection such as demographics, finances and insurance information, as well as verification. This also may require essential behavioral health responsibilities, such as screening, intake and orientation, evaluation and intervention, treatment planning, referrals, crisis intervention, counseling, patient education, reporting and record keeping. Other duties include assisting with administrative tasks related to the Counseling department like documentation and billing.

This position is a manager level position that reports to the Deputy Director. If appropriate, the Social Service Intake Case Manager may be able to receive supervision toward licensure. Cultural competence is a must in this position, as is understanding the needs of older adults who represent a variety of cultures.

Required Knowledge, Skills and Abilities:

- Can develop, manage and implement an intake and case management program that meets the needs of emergency aid, behavioral health and referrals from outside agencies, nonprofits and other institutions.



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- Holds a Master's degree in social work or masters in a related field. Must have knowledge of and skills to carry out program best practices.
- Able to collect and process a wide range of demographic, financial and health-insurance information. Can verify insurance and payment sources for potential counseling and case management clients.
- Able to ensure compliance with grants and contracts with a variety of funders with varied guidelines, rules, program and reporting requirements.
- Can effectively work with and understand the Jewish community of Portland, including but not limited to families, seniors, people with disabilities and Holocaust Survivors.
- Possesses excellent interpersonal, written and verbal communication skills, including group facilitation and presentations.
- Can encourage, support and be a part of a team to accomplish JFCS' mission and goals.
- Adept with computers and related technology, including but not limited to telehealth (Zoom, etc.), internet, email and databases.

Job Responsibilities:

- Note: All intakes and sessions currently take place remotely, via Zoom.
- Manage Emergency Aid program and develop case management interventions
- Verify payment and insurance eligibility for clients in Counseling program
- Quickly respond to requests for emergency aid and mental- health referrals.
- Organize workload to meet program intervention milestones within program timelines.
- Promptly complete required client record documentation.
- Facilitate/collaborate with outside agencies and community programs, including but not limited to medical, financial and mental-health services.
- Carry out and completes recruitment, scheduling, screening, counseling, case management and data collection with team and supervisor.
- Participate in Utilization Reviews (UR) to assure quality of services and that files are meeting agency and HIPAA standards. Prepare UR reports for supervisor and Quality Assurance Committee review and ensures that corrections are made in a timely manner.
- Provide input, in conjunction with the management team, on the following: programs' budgets, monthly programs' financial reports, analysis of programs' performance based on goals, work plan and financial criteria and this position reports progress on a monthly basis.
- Participate in, in conjunction with the management team, the development of an annual work plan based on the agency's strategic plan and goals, assist with quarterly reports on programs' progress, evaluate progress toward goals and make service priority or course correction recommendations to management team.
- Maintain professional and ethical competency by adhering to the NASW Code of Ethics.
- Other duties as assigned.

Working Conditions:

- Ability to work from home if needed and to follow safety precautions related to COVID.
- Extensive use of computer and keyboarding; use of hands for repetitive grasping, pushing and pulling, fine manipulation.