



JEWISH FAMILY AND CHILD SERVICE JOB DESCRIPTION

Job Title: Intake Case Manager Social Services
Employment Status: Hourly - Non Exempt
Program/Department: Intake/Emergency Aid
Supervisor: Clinical Director/Deputy Director
Date Prepared/Updated: January 17th, 2023
Salary Range: \$55k - \$70k (1 FTE)

Highlights

- Flexible Working Hours
- Flexible Work Location
- Reimbursed Parking
- Collaborative team environment
- Extensive and accessible benefits

COMMITMENT TO DIVERSITY, EQUITY, INCLUSION AND ACCESSIBILITY

JFCS is an Equal Opportunity Employer that values and is strengthened by a diverse workplace. We welcome and serve members of the Jewish community and individuals of all faiths and backgrounds. We believe in and uphold our Jewish values through the lenses of equity and justice as reflected in our engagement with clients, hiring practices, volunteers, and staff. Our intention is to welcome and honor people of every race, nationality, ethnicity, socio-economic status, gender, gender expression, sexual orientation, disability, size, age, and the intersectionality of these identities. [Click here](#) for further information about our commitment to Diversity, Equity, Inclusion, & Accessibility (DEIA).

Purpose and Qualifications for Job:

The primary role of this position is to facilitate client connection and intake with JFCS Social Services. The position is multifaceted, with an opportunity to manage the delivery of social services at JFCS. This includes facilitating caller and client connections with community support, both public and private. The person in this position will help JFCS and our clients build connections with other social services organizations for referrals so we can collaborate on client needs and care. When funds are available, the provider will oversee dispersing funds to those in need. The provider will assess and complete emergency aid requests including case management and resource distribution. This includes information collection, including demographics, finances, and insurance information, including verification. This may include essential behavioral health responsibilities including screening, intake and orientation, evaluation and intervention, treatment planning, referrals, crisis intervention, counseling, patient education, case management, reporting and record keeping. Other duties include assisting with administrative duties related to the direct client services. This includes documentation and follow-up on client outcomes. At times this provider will provide insurance verification and billing support. If appropriate, this provider would be able to receive supervision towards licensure. The person who works in this dynamic position is culturally competent and understands the diverse needs of the community.

Required Knowledge, Skills and Abilities:

- Ability to perform in person, phone and online intakes that meet the needs of community support services, disability support services, behavioral health, and referrals.
- Perform case management and problem-solving activities to ensure clients can use aid funds.
- Bachelor's degree in social work or degree in a related field (MSW preferred). Must have knowledge and skills of program best practices. Masters level social worker degree holders encouraged to apply.
- Capacity to collect and process a wide range of demographic, financial, and social data.
- Ability to ensure compliance with grants and contracts with various funders with varied guidelines, rules, program, and reporting requirements.
- and health insurance information.
- Ability to effectively work with and understand the Jewish community of Portland including but not limited to families, seniors, people with disabilities and Holocaust survivors.
- Willingness to verify insurance and payment sources for potential counseling and case management clients.
- Excellent interpersonal, written, and verbal communication skills, including group facilitation and presentations
- Ability to encourage, support and be a part of a team to accomplish JFCS' mission and goals
- Skills in computers and related technology including but not limited to telehealth (Zoom, etc), internet, email and databases

Job Responsibilities:

- Manage Community Support Services program and develop case management interventions
- Assist Disability Support Services program
- Facilitation/collaboration with outside agencies and community programs including but not limited to medical, financial, and mental health services
- Collect payment and insurance eligibility for counseling clients
- Quickly respond to request for social services or referrals from folks contacting JFCS
- Organize workload to meet program intervention milestones within program timelines
- Promptly complete required client record documentation
- Completes recruitment, scheduling, screening, counseling, case management, and data collection with team and supervisor
- Participates in Utilization Reviews (UR) to assure quality of services and that files meet agency and HIPAA standards.
- In conjunction with the management team, participate in the development of annual work plan based on the agency's strategic plan and goals, assist with quarterly reports on programs' progress, evaluates progress towards goals and makes service priority or course correction recommendations to management team
- Maintains professional and ethical competency by adhering to the NASW Code of Ethics
- Other duties as assigned



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Working Conditions:

- Ability to work from home if needed to and to follow health and safety precautions.
- Extensive use of computer and keyboarding; use of hands for repetitive grasping, pushing and pulling, fine manipulation
- Will occasionally bend, squat, climb
- Work is light in nature, lifting maximum of 35 lbs
- Occasional lifting and/or carrying of objects weighing up to 20 lbs

(Employee)

Date

(Supervisor)

Date

(Executive Director)

Date