

Title: Intake & Referral Specialist/Disaster Case Manager
Hours: Up to 40 hours per week
Wage Range: \$26.00/hour (temporary position up to 12 months)
Supervisor: Disaster Case Management Program Coordinator
Exempt Status: Non-Exempt

Job Summary:

The Disaster Case Management Program provides support, referrals, and assistance for survivors of the Dixie Fire. Under broad supervision, the Intake & Referral Specialist will provide intake services to clients seeking Disaster Case Management Services. This position will also carry a small caseload of Disaster Case Management fire survivors.

Supervisory Responsibilities:

- None.

Duties/Responsibilities:

- Maintain absolute confidentiality on all client/survivor information;
- Conduct outreach in the community to raise public awareness of the disaster case management program and connect with local agencies to identify all resources available for the program;
- Working with Supervisor to coordinate outreach to areas with large survivor populations in conjunction with local public and private community groups;
- Maintain open lines of communication with all organizations providing disaster recovery resources;
- Conduct initial screening and assessment, using knowledge of triage and tier level assignments for individual survivors and families identified through outreach, walk-ins, and referrals;
- Maintain contact with survivors seeking disaster related services through phone, email, video conferencing, etc.
- Create and maintain the DCMP waitlist of survivors seeking services; ensuring that families with high levels of unmet needs and vulnerable populations receive priority for services;
- Provide support to DCMP staff to ensure families/individuals successfully transition from waitlist to caseload;
- Develop relationship with client families to provide the best advocacy and direction to the families to ensure their reaching self-sufficiency;
- Assist survivor to determine the best course of action for both short- and long-term recovery;
- Develop, implement, and monitor recovery plans with disaster survivors and their families to return to a minimum of pre-disaster level of well-being;
- Provide extensive and intensive case management and follow-up services;
- Provide crisis intervention to individuals and families facing emergencies around food, shelter, medical, reconstruction and other needs as presented by the clients;
- Identify, utilize and assist survivors with resources available at all levels of government (federal, state, and local) as well as community resources to make appropriate referrals to resolve identified issues;
- Advocate and interact with other service providers on behalf of participants;
- Conduct home visits, as necessary;
- Ensure case files are complete and present case files to Case Management Coordinator for review;
- Maintain current and accurate documentation of services provided to clients;
- Ensure all client data is current in the disaster case management database;
- Report gaps in services to the Case Management Coordinator;
- Maintain client intake documentation and forms;
- Establish and maintain positive relationships with individuals and families seeking services;
- Attend regular sessions with immediate supervisors
- Attend agency in service trainings and meetings as well as any other agency-related activities;
- Ensure all client data is current in web-based disaster case management database(s);

- Other related duties as assigned

Required Skills/Abilities:

- Must be reliable and extremely trustworthy
- Familiarity and interest in working in the human services field
- Ability to use the Word, Excel, the Internet, and e-mail systems
- Ability to use de-escalation techniques and trauma informed care to work with individuals and families that may be experiencing a crisis.
- Excellent organizational skills, ability to reliably meet all deadlines, and be transparent with Coordinator and Chief Operating Officer about all ongoing cases or issues.
- Knowledge and/or familiarity of harm reduction and motivational interviewing concepts and strategies.
- Can demonstrate proper methods used to access client needs and establish the eligibility of clients for organizational services
- Can demonstrate knowledge of case management, advocacy, crisis intervention, appropriate to the needs of the organization's clientele

Education and Experience:

- High school diploma or equivalent
- 1 year experience in a comparable position that provides similar mental health/human services

Physical Requirements:

- Position may entail working remotely.
- Ability to operate standard office equipment, i.e. computer, cell phone, printer, scanner, etc.
- Ability to use and respond to emails and phone calls as necessary.
- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at times.
- Driving required to attend outreach events, trainings, meetings, etc.

Please note 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.