

Job Title:	Case Manager	Department/Group:	Case Management
Location:	Hightstown, NJ	Travel Required:	Local
Level/Salary Range:	Salary...	Position Type:	Full-time
Will Train Applicant(s):	Yes	Posting Date:	

RISE Core Values	
<p>Community</p> <ul style="list-style-type: none"> Put our clients at the heart of everything we do/ provides client-centered care Treat clients as Family, not just a number Work creatively with local partners to provide the best services possible for our clients Develops trusting relationships with clients, staff, and resource providers <p>Compassion</p> <ul style="list-style-type: none"> Respectful of everyone's view Seek to understand clients' priorities, needs, abilities, and limits. Actively listen and empathize with clients <p>Teamwork</p> <ul style="list-style-type: none"> Exemplify a positive team spirit Ask for feedback from colleagues Listen and respond to feedback from colleagues Assist colleagues when needed 	<p>Adaptability</p> <ul style="list-style-type: none"> Open-minded and willing to change and do things differently Listen and respond to feedback from clients, volunteers, and colleagues Willing to do what's needed on any given day, even if it is not in the job description Open to learning and growing and considering new ideas Ability to multitask <p>Integrity</p> <ul style="list-style-type: none"> Open and honest with clients Maintain client confidentiality Don't make promises to clients Open and honest with colleagues Promote the reputation of RISE within the community

Job Description
<p>ROLE AND RESPONSIBILITIES</p> <ul style="list-style-type: none"> Work with clients on phone and in person. Clients are individuals and families who may be transitioning and/or facing difficult circumstances. Intake needs of clients and locate appropriate resources to assist them. Evaluate client cases for referrals and financial assistance distribution. Develop, monitor, and evaluate treatment plans; follow up with clients and reassess services as circumstances change. Coordinate services and provide resources for clients, providing client-centered care. Develop trusting relationships with clients, staff, and resource providers. Keep detailed records for client files. Treat other staff members, volunteers, and clients with respect. Arrive on time and eager to help clients. Ability to multitask— Assisting several clients while working on multiple projects, programs, and providers at the same time. Perform well in new situations, be open to new ideas and methods and able to meet hard deadlines. <p>PREFERRED SKILLS AND QUALIFICATIONS</p> <ul style="list-style-type: none"> Interpersonal skills are critical to create and maintain a positive, optimistic, happy environment for customers and staff. This includes phone and face-to-face communication. Proficiency in Word, Excel, and Google Docs Ability to implement policies and assist other staff members in different cases. Proper decision-making and conflict resolution skills. Patience and empathy. Bi-lingual <p>ADDITIONAL NOTES</p>

Last Updated By:	Name	Date:	Date
Approved By:	Name	Date:	Date
Contact:	Name	Email:	