



Job Description – Case Manager

Organization Type: Faith-Based Nonprofit (Street Ransom is a ministry of Straight Street Roanoke Valley Inc.)

Program: Street Ransom's Residential Program, The Lampstand

Position Type: Full-Time

Department: Residential

Direct Report: Program Director

Location: Greater Roanoke Valley Area, not remote

Hours: 40 hrs/week

Benefits: Accrued paid time off; no other benefits are offered at this time

Travel Requirements: Moderate

Driving Requirements: Must have access to reliable transportation; satisfactory driving record necessary

Physical Requirements: Must have the ability to administer physical restraints.

Education & Experience: A Master's degree in social work, psychology, or counseling, OR A Bachelor's degree in social work or psychology with documented field work experience and under the supervision of someone with the same qualifications as required by 22 VAC 40-151-290 D, OR A Bachelor's degree and 3 years professional experience working with children.

Job Responsibilities

Responsibilities include but are not limited to the following:

- Coordination of all services offered to each resident
- Conduct a needs assessment, map an Individual Service Plan, and coordinate services offered to each resident
- Document needs, goals, and progress of survivors as well as making referrals as necessary
- Implement program objectives and performance standards as directed by management
- Respond appropriately to crisis situations and resolve resident issues/disputes following established policies and procedures
- Assists in creating a welcoming shelter environment
- Confer with the residential care staff to help them understand the resident's needs in order to promote adjustment to group living
- Utilize appropriate community resources to provide services and maintain contact with such resources
- Help the resident strengthen her capacity to function productively in interpersonal relationships
- Assist the resident and the family to maintain their relationships and prepare the resident for future care



- Helping the resident and the parents or legal guardian to understand the effects on the resident of separation from the family and the effect of group living;
- Work with the resident and family or any placing agency that may be involved in planning for the resident's future and prepare the resident for the return home or to another family, for independent living, or for other residential care
- Maintain confidentiality of information and protect anonymity in survivor relationships
- Review resident files monthly or more frequently, as needed, to ensure that the resident's short file (to be used in emergencies) is accurate and up-to-date regarding meds, health history, history of abuse, etc. Any updates should be made and forwarded to the staff
- Collect data and complete monthly & quarterly reports
- Regular and predictable attendance
- Establish and maintain community partnerships with other agencies
- Participate effectively as a team member through communication, cooperation, information sharing and problem solving
- Provide support to the operations staff as directed
- Participate in staff trainings and programs as required
- On the Therapeutic Team - on call for crises
- Any other tasks or duties as assigned
- Follow the budget as set by the Director
- Maintain healthy boundaries with clients

Develop and Model Healthy Living for Volunteers and Staff:

- Maintain an active and growing relationship with Jesus
- Demonstrate a desire for spiritual growth as evidenced by his/her prayer life, Bible study, and spiritual outreach to others
- Be a Christian role model in attitude, speech, and actions toward others. This includes being committed to God's biblical standards for sexual conduct (1 Corinthians 6:18-20)
- Speak the truth in love
- Lead by example in modeling a healthy lifestyle in body, soul, and spirit
- Develop intentional connections with the program participants and staff members
- Represent Street Ransom in a positive and professional way to the general public
- Provide direction and encouragement to volunteers
- Maintain a flexible & positive attitude

Qualifications:

- Highly preferred fluent in Spanish & English
- The ability to function independently and maintain self-sufficiency with minimal supervision.
- Good interpersonal communication skills, flexibility, and willingness to shift priorities as needed.
- Ability to interact effectively as a team member and independently with shelter staff and residents.



- Satisfactory preliminary criminal history background check and clean motor vehicle record determination as required by law
- A personal history of never having been shown by credible evidence (such as a decision of a court or jury, or a department investigation or other reliable evidence) to have abused, neglected, sexually exploited, or deprived a child or adult or to have subjected any person to serious injury as a result of intentional or grossly serious injury
- Documentation of at least two professional, educational, or personal references that attest to the person's capability of performing the duties of the position and to the person's suitability of working with or around children

Skills/Character Qualifications:

- Reliable
- Driven
- Team-oriented
- Maintain high standard of ethics, honesty, and integrity in all personal and professional matters
- Ensure the work environment is Christian-based, nurturing, wholesome, and loving