

Job Description – Intensive Case Manager (ICM)

Position Summary:

The purpose of this position is to provide comprehensive trauma-informed, culturally aware case management services to particularly vulnerable Exodus clients and their surrounding case/family unit. The Case Manager will work with clients to assess their needs, create a plan with the client to meet those needs, and provide coaching and case management support until program closure. Case Managers maintain regular contact with clients; assess and monitor client needs and goals; assist clients in gaining the skills, knowledge, and resources necessary to meet their goals; and advocate on behalf of clients to ensure their needs are met. The Case Manager will also make referrals to appropriate state and local services as needed. This position will specialize in serving humanitarian immigrants with intensive needs, usually requiring at least 6-12 months of support. This position reports to the Manager of Intensive Client Services.

Responsibilities:

1. Provide client-centered, culturally aware, and trauma-informed services to all clients while maintaining client autonomy and confidentiality.
2. Guide clients in accessing culturally appropriate and financially feasible external supports, including finding resources, scheduling appointments, and planning transportation, so they can navigate independently in the future.
3. Collaborate with supervisor and colleagues to creatively and sufficiently address client concerns and goals as well as address potential barriers.
4. Respond in a professional and calm manner to client crisis, reporting such incidents to leadership.
5. Advocate for the fair, equal treatment of all client populations as well as sufficient access to available services and resources.
6. Document all services provided to clients and maintain database records.
7. Ensure appropriate interpretation is provided for all services, as needed.
8. Provide case management services from intake to closure for a full caseload, including but not limited to:
 - a. Assistance with social services
 - b. Education access
 - c. Childcare
 - d. Medical services
 - e. Employment placement
9. Conduct trauma-informed intakes, service plans, and budgets with clients assigned to the case load, depending on client need and work authorization status.
10. Maintain up to date programmatic knowledge of local partners/service providers (health department, social security, public assistance, medical providers, employers etc.), as well as federal or state guidelines as applicable and the policies and procedures of the agency.
11. Maintain knowledge of key intensive case management resources including SSI navigation, Medicaid waivers, disability resources, Federally Qualified Health Care centers, etc.
12. For clients seeking employment, assist the client in creating a resume, applying for jobs, accessing job interviews, completing employment paperwork, practicing interviews, and planning transportation to work.
13. Provide post-job placement support to help ensure that client is successful in job placement, including ensuring clients understand any health and safety concerns on the job, benefits offered, sick leave, employer policies, and US workplace practices and expectations.
14. Assist clients with document needs, consulting with the legal team as needed.
15. Train clients to access reliable transportation, including the IndyGo bus system, bicycling, carpools, etc.
16. Attend weekly staff, team, and supervisory meetings.
17. Participate in regular training and professional development activities.
18. Participate in the Emergency Phone rotation.
19. Perform other duties as may be required by the supervisor.

Position Criteria:

- Must have a bachelor's degree in social work, human services or a related field, or equivalent experience.

- Preferably will have a minimum of 2 years of experience working in nonprofits or social services.
- Must have digital literacy with specific competency in Microsoft Office applications.
- Must have a safe vehicle, valid license, and 100,000/300,000/100,000 auto insurance to transport clients.
- Must be a self-starter with high levels of organization, teamwork, flexibility, and commitment to the agency's mission.

Signature of Employee

Date