

## CAREER OPPORTUNITY



**Title:** Next Steps Success Navigator/Case Manager II

**Hours:** Full-Time (Non-Exempt 37.5 hrs)

### **Brief Description:**

Provides goal directed and self-sufficiency focused case management services to clients engaged with the Next Steps program, including walk-in assistance, financial screening, and on-going case coordination. The Success Navigator II is a senior level case manager and will serve as a peer mentor and assist Team Lead and Program Manager with the training of new staff and assigned interns.

### **KEY RESPONSIBILITY AREA MAIN DUTIES (Not all-inclusive)**

#### **Next Steps Case Coordination and Case Management**

- 1) Provides direct client services including screening, intakes, service planning and ongoing case management to referred consumers.
- 2) Responds to phone inquiries for services and completes phone screenings as necessary to determine Next Steps service eligibility.
- 3) Conducts assessments and creates individual goal setting plans with clients enrolled in the Next steps program.
- 4) Works independently from a remote off-site location providing case management services and client outreach at partner educational institutions.
- 5) Provides group cohort sessions to develop students' professional and social skills.
- 6) Collaborates with the Next Steps Team Lead in training and supporting intern and volunteer staff.
- 7) Maintains case records and keeps an updated list of open Next Steps cases.

#### **Documentation and Reporting.**

- 1) Appropriately documents client encounters utilizing computer-based case management software.
- 2) Tracks data related to program and client outcomes including student retention and completion data.
- 3) Maintains case files and ensures appropriate documentation of case notes, referrals, and units of service delivery.
- 4) Maintains and updates records for clients receiving financial assistance.
- 5) Assists with training new staff and program interns in documentation and data recording.
- 6) Completes necessary monthly reporting and participates in Quality Assurance Processes.

#### **Teamwork and Professional Growth.**

- 1) Attends and actively participates in agency and team meetings.
- 2) Engages in academic-focused meetings with partner educational institutions at school campuses
- 3) Participates in supervision for professional development and collaboration.
- 4) Maintains flexible work hours to meet student needs.

- 5) Serves as a peer mentor for onboarding of Navigator/Case Management staff by supporting the training and onboarding of new team members.
- 6) Seeks to further own professional development through attendance in applicable workshops and trainings.
- 7) Maintains individual licensure, if applicable.

**MINIMUM EDUCATION, KNOWLEDGE, AND EXPERIENCE:**

- Bachelor's degree in social work, family life education, psychology, education, or related field
- Minimum of 18 months employment as a Navigator/Case Manager I or equivalent internal position; exceptionally related prior work experience may be counted towards necessary experience required for level II promotion
- At least two years related work/intern/volunteer experience
- Experience working with volunteers preferred
- Skills in client assessment
- Sound knowledge of community resources
- Sound interviewing and intervention skills
- Ability to plan and coordinate services
- Demonstrated leadership ability
- Ability to effectively work with other organizations in the community
- Effective written and oral communication skills
- Ability to work with diverse populations
- Willingness to work flexible hours
- Valid Ohio Driver's license, access to dependable transportation
- Commitment to CSSMV's mission and goals
- Knowledge of Catholic teachings and/or ability to acquire and function within that framework
- LSW preferred

*Interested candidates should send a resume with salary requirement to:*

*Human Resources, Catholic Social Services of the Miami Valley*

*922 W. Riverview Ave., Dayton OH 45402*

*or e-mail to [jobs@cssmv.org](mailto:jobs@cssmv.org) or fax to 937.222.6750*