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 or fax to 937.222.6750*