



JOB OPENING

Posted On: Monday, December 19, 2022

Case Manager

Position Summary

Garland Oaks, a ministry of Street Hope TN, seeks to hire a Case Manager to act as primary advocate for Garland Oaks' residents.

This position will provide comprehensive, highly skilled, traumaresponsive case management for domestic minor sex trafficking survivors. The primary focus of the work involves providing complex clinical services to adolescent survivors of human sex trafficking; maintaining an effective trauma-responsive services delivery model and related administrative duties to include administering assessments, monitoring, and tracking therapeutic progress, adjusting interventions as needed, advising clinical staff regarding resident's status, facilitating group intervention, identifying areas of improvement, and providing recommended changes. The case manager will also build and maintain therapeutic, trauma sensitive alliance with residents, as well as professional rapport with staff, family members, foster families, and any local or state related authorities.

Please Note: This position will be required to attend training during regular business hours prior to being put on the schedule. This position will be scheduled limited hours until first residents enter the program.

Principle Duties

Assessments

- Performs initial resident orientation, familiarizing residents to program and expectations
- Complete needs assessment with residents within two days of admittance into program
- Develop all necessary assessments and plans, including Health & Safety Assessment and Safety Plan
- Assist with scheduling initial appointments for nursing assessment, H&P, psychiatric evaluation, and biopsychosocial assessment
- Observe and report on resident behavior, presentation, safety, hygiene, etc.

Care Plans and Care Management

- Review referrals and conduct interviews with potential residents, directing the intake process and overseeing probation period of new residents
- Develop an individualized care plan for each resident as well as a comprehensive discharge and aftercare plan

Start Date: December 2022

Hours: Full Time / Non-Exempt

Location:

Blount County (undisclosed location)

Organizational Relationships:

Clinical Director

Education: Bachelor's Degree in

Social Work or related field



Case Manager

- Maintain appropriate professional boundaries and confidentiality
- Provide all needed services to residents, but not limited to crisis intervention, medical advocacy, safety planning, sexual violence education, supportive advocacy, referrals, transportation, and follow ups
- Obtain and document resident consents, release-of-information forms, primary care details, etc.
- Share information with appropriate staff members and keep daily records in appropriate logs
- Maintain meticulous documentation of internal and external communications
- Maintains records of medical appointments, court appearances, or other appointments as are required by center procedure and policy
- Maintain accurate statistical reports for all services provided
- Work with residents and therapists to ensure appropriate family involvement (with release of information documentation)
- Arrange any necessary outside appointments during treatment
- Schedules regular resident counseling sessions and supervises, sets limits, controls, and structures accountability of residents
- Prepare and distribute daily appointment record, listing the client's appointments (medical, legal, counseling, etc.)
- Conducts periodic meetings to assess the client's progress in achieving case plan goals and adjusts as necessary
- Facilitate group sessions according to the structure and treatment schedule for the program
- Oversee behavior management system and execute disciplinary action as needed with residents using strength-based consequence model
- Responsible for assisting with banking. Such as, to cash allowance checks, distributing resident funds and collecting/submitting receipts
- Supervise and transport residents as required by the program
- Take appropriate action in handling crisis situations in accordance with agency policy / guidelines and rules; this may include discipline or restraint of clients
- Responsible for maintaining accuracy of medication inventory daily and report any errors or inconsistencies to the Clinical Director
- Responsible for assisting with linkage/discharge services for clients needing, and/or are ready to move out of the Garland Oaks for various reasons.

Advocacy

- Work cooperatively with all Garland Oaks staff in making sure that the needs of each resident are met
- Attend weekly treatment team meetings
- Assist residents in filing and obtaining Orders of Protection as needed
- Accompany clients for forensic exams as needed

Case Manager

- Maintain a professional, solution-based demeanor with outside stakeholders
- Work closely with all departments and treatment team members
- Build a strong network of outside treatment partners
- Nurture existing referral sources and cultivate new referral agencies
- Maintain ongoing communication with service providers and family members as relevant to the continued progress of each resident on caseload
- Schedule, supervise and document all resident visitations
- If a client discharges to hospital, emergency department, psychiatric hospital, or relapses and is transferred to a higher level of care, case manager may assist in coordinating details and staying in contact and/or planning for resident's return

Support

- Assist residents in upholding residential agreement and safety pledge
- Ensure residents are aware of the rewards system for utilizing programs offered at Garland Oaks
- Model positive and appropriate boundaries with residents
- Be available to actively listen, support and assist residents
- Mediate conflicts among residents when appropriate
- Develop a supportive, therapeutic relationship with each resident
- Promote and protect each resident's independence, privacy, dignity, and emotional and physical well being
- Request assistance from other staff when necessary
- Make use of Garland Oaks therapy animals as needed

Staff and Leadership Collaboration

- Assist staff in groups, lectures, and daily treatment
- Work with Director of Restoration Services to develop mission driven program enhancements that support the Programs growth and/or sustainability

Compliance Responsibilities

- Assure that monthly and annual reports on forms furnished by DCS are submitted, as well as any special reports that may be required from time to time
- Comply with all state and national Standards of Accreditation and Certification
- Prepare for and participate in all reviews, audits, and surveys of the agency



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- Ensure all activities within the agency conducted within the guidelines and regulations of Federal HIPAA requirements
- Thoroughly learn and enforce all standards as set forth by agencies, licensures, and Fire Marshall
- Demonstrate appropriate compliance reporting. Candidate is required to keep documentation regarding individual, group, and third-party interactions, meetings, and outcomes. Submit all required reporting on or prior to deadlines and maintain all requisite paperwork contained in the resident's chart. Inform clients of Garland Oaks policies, procedures, rights, and responsibilities.
- Support enforcement of policies utilizing Garland Oaks Safe Home protocols for resident behavior and documenting any violation of said protocols
- Will be available 24 hours a day when on call, according to the rotation

Education, Experience, Other Qualifications:

A. Education

- Bachelors' in counseling, social work, psychology, or related field. Master's degree preferred
- Must possess current license commensurate with experience in education or be license eligible
- Knowledge of the Department of Children's Services policies and procedures, at an intermediate level, used daily in the work environment
- Candidate must have a working knowledge of, or the ability to rapidly assimilate state and federal regulatory information related to the mental health treatment of adolescent survivors of human trafficking to include all rules relating to confidentiality and release of information. Additionally, candidate must demonstrate and maintain knowledge of current mental health laws, regulations, professional standards, intervention, best-practices, community resources, juvenile justice systems, and statues applicable to adolescent victim services.

B. Experience

- Candidate must have a minimum of 5+ years of verifiable work experience in case-management including treatment and management of complex trauma to include adolescent survivors of sexual abuse and/or adolescent survivors of human trafficking
- Experience and passion for working with survivors of sex-trafficking is preferred
- Experience in crisis prevention, intervention, and conflict resolution skills
- Experience working with youth with emotional and behavioral challenges
- Proficiency with Microsoft Office Suite (Word, Excel, PowerPoint, and Outlook), and other related technologies and programs



Case Manager

C. Character and Skills

- Must possess sensitivity, patience, emotional regulation, poise, tact, diplomacy, and an ability to develop and maintain effective working/professional relationships with residents, staff, and other related professional entities
- Organized, flexible, and able to effectively prioritize in a dynamic, often intense, frequently changing environment; ability to meet multiple deadlines without sacrificing quality, accuracy, timeliness, or professionalism
- Excellent verbal and written communication skills, and be comfortable conversing with residents, staff, and professionals from a variety of state and federal agencies. Demonstrably able to understand and effectively apply complex verbal and written instructions and protocols. Able to make decisive, quick, and professional judgments related to information and critical decisions during a crisis.
- Must demonstrate an ability to handle extremely sensitive, confidential information responsibly and professionally. Must demonstrate an understanding of the importance of protecting resident's confidential information adhering to all applicable laws/statutes/policies related to access, maintenance, and dissemination of personal information. Demonstrate warmth and empathy when working with children and families .
- Excellent interpersonal skills and the ability to maintain a positive collaborative relationship among staff
- Culturally sensitive in the work environment
- Ability to demonstrate warmth and empathy when working with children and families
- Ability to demonstrate critical thinking, at an intermediate level, in the work environment

D. Spiritual

- Deep faith in and abiding walk with Christ, understanding of Biblical principles and of the hope, healing, and redemptive work of Christ
- Growing spiritual life, with the desire to bring honor and glory to the Lord at Garland Oaks as well as outside the home
- Agreement with and adherence to our Statement of Faith (The Lausanne Covenant)

E. Other

- An understanding and aptitude for the operation of a 24 hour, 7-day a week program



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- 21 years of age at the time of application submission
 - Be capable of picking up at least 25 lbs.
 - Must meet criminal background check requirements
 - Must maintain employment eligibility status
 - Provide Garland Oaks with all appropriate background and clearance documents as required by state and federal laws
 - Once hired, successfully complete the prescribed courses of training
- F. Travel
- Must possess a valid Tennessee driver's license

This job description in no way implies that the duties listed are the only ones the employee will be required to perform. The employee may be expected to perform other tasks, projects, and training as requested by his or her supervisor.

