



POSITION DESCRIPTION

Position Title:	Community-Based Case Manager	Overtime Status:	Exempt
Department:	Community-Based	Location:	Oahu
Reports to:	Oahu Program Coordinator	Direct Reports:	None

PRIMARY PURPOSES OF THE POSITION:

The Community-Based Case Manager will grow the Community-Based program by recruiting, enrolling, matching and supporting volunteers and children in 1:1 friendships. This position will support children providing match support to ensure child safety, positive impacts for youth, and crisis management for families and volunteers. This includes providing timely and comprehensive written summaries of all client contact and implementing activities to promote constructive and satisfying relationships between children and volunteers.

SPECIFIC DUTIES OF THE POSITION:

- Recruits new children and volunteers.
- Responds to initial inquiries about the program, providing excellent quality service.
- Gathers required information, including interviews, background checks and references.
- Prepares written summaries and recommendations.
- Evaluates the appropriateness for services.
- Matches the volunteer with an appropriate Little and is part of the formal match meeting when a new match is made.
- Documents and monitors all elements of match support and supervision for all new and long-term matches.
- Provides timely and comprehensive written summaries of all match contacts.
- Remains in scheduled contact with each party of the match (in person, by phone, or e-mail) so the match relationship continues to be enhanced. Promptly notifies supervisor regarding concerns which may negatively impact the match.
- Assesses individual training needs, information and support needs for each match participant to assure positive youth development.
- Implements and promotes match activities to support ongoing volunteer involvement in the match.
- Provides consultation to the volunteers, children, and parents, determines when match has achieved its goals, closes the match when appropriate.
- Evaluates the need and/or suitability of re-matching either party in cases where a fully satisfactory outcome has not been achieved.
- Maintains reasonable contact with other agencies/programs who are involved with the client.
- Keeps metrics on caseload and updates pertinent information (names, addresses, and phone numbers) on program database.

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- Participates in staff meetings and program meetings.
- Represents the Agency at conferences, community events, public relations projects or as assigned.
- Participates in program activities and fundraising activities.
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS:

- Bachelor degree in social services or related field (BSW preferred).
- Must be able to demonstrate an ability to collect meaningful data and draw solid conclusions, have excellent oral and written communication skills, strong interpersonal skills, and an ability to communicate orally and in writing in a professional manner.
- Proficiency in Microsoft Office; including Word, Outlook, and Excel is valuable.
- Applicant must also have a car, valid driver's license, and meet state required automobile insurance minimum.

WORKING CONDITIONS:

- Valid driver's license, work is done primarily in the office, but travel time is required.
- Able to use personal computer, photocopier, and related office equipment.
- Able to lift 10 lbs.
- Able to work with deadlines and process multiple projects simultaneously.
- Full-time, 40 hours per week, Monday through Friday. Some evening/weekend work on occasion.

Equal Employment Opportunity

Big Brothers Big Sisters Hawai'i provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, marital status, veteran status, sexual orientation, disability, or any other characteristic protected by state, federal, or local law.

Americans with Disabilities Act

Employee must be able to perform all essential job functions, with or without reasonable accommodation.

Job Responsibilities

The above statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties and responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. Big Brothers Big Sisters Hawai'i may change the specific job duties with or without prior notice based on the needs of the organization.

Disclaimer

This job description has been designed to indicate the general nature and level of work performed by employees within this classification, it is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the job.

ACKNOWLEDGEMENTS	
Creation Date:	Revision Date: May 2018
Supervisor: I have approved this job description and reviewed with my employee.	
Signature:	Date:
Employee: I have reviewed this job description with my supervisor and acknowledge receipt.	
Signature:	Date:
Human Resources:	
Signature:	Date: