POSITION DESCRIPTION

Position Title:	School-Based Case Manager	**Overtime Status:**	Non-Exempt
Department:	Site-Based	**Location:**	Oʻahu, Maui & Kauai
Reports to:	School-Based Director	**Direct Reports:**	None

PRIMARY PURPOSES OF THE POSITION:

Provides direct services to children via volunteers in a site-specific setting such as a school, community center or another agency. The School-Based Case Manager will develop additional sites, present the program to the community, evaluate and orient prospective parents and volunteers to the program, make assignments and supervise the site in person.

Programs require staff to document 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 satisfying relationships between children and volunteers.

SPECIFIC DUTIES OF THE POSITION:

Volunteers

- Recruits for new volunteers as needed
- Responds to initial inquiries about the program, providing excellent customer service
- Conducts group or individual orientation sessions.
- Gathers required information, including interviews, background checks and references
- Prepares written summaries and recommendations
- Evaluates the appropriateness for services
- Recommends acceptance or denial of a volunteer
- Matches the volunteer with an appropriate mentee and introduces them for the first time, successfully preparing and training them for what being matched entails
- Professionally supports match

Clients

- Organizes service delivery with site personnel i.e. school counselors, teachers
- Recruits youth for programs as needed
- Interviews and orients pre-selected children and their parents to the program
- Gathers required information, including school and therapist reports as needed
- Prepares written summaries and recommendations
- Recommends acceptance or denial of clients
- Assesses needs of children and selects appropriate volunteers

- Initiates evaluations and makes suggestions to mentors
- Matches the child with an appropriate mentor and introduces them for the first time, successfully preparing them for what being matched entails
- Professionally supports the match

Sites

- Maintains established sites, including communication with side point of contact and scheduled updates
- Develops new sites
- Supervises and facilitates sites as necessary

Documentation

- Keeps program attendance records for BBBSH documentation and the school
- Keeps written documentation on progress of relationships and safety of all parties
- Prepares and keeps data on number of children served
- Keeps and updates case records, including Match Support Contacts
- Keeps all documentation complete and up to date in MatchForce database

Other

- Serves as the liaison between the agency and various partners, including school sites
- Participates in general staff meetings and program meetings
- Participates in program activities, fundraising activities and other agency events
- Represents BBBSH at conferences, community events, public relations and community service projects
- Provides program or other information required by various funders or program evaluators as needed
- Helps out with fundraisers, other agency activities and events
- Performs other duties as assigned

QUALIFICATIONS:

Education

- A Bachelor's degree related to education or human services OR four years of related work experience.

Experience

- Applicant must possess at least six months of professional experience working with elementary-aged children

Knowledge and Skills

- Applicant must be able to present and promote the program in a variety of settings and to a variety of people.
- Must be able to demonstrate the ability to collect meaningful data and draw solid conclusions, have excellent oral and written communication skills, strong interpersonal skills, and the ability to communicate in a professional manner.
- Personality strengths must include flexibility, enthusiasm, creativity and organizational ability.

- Applicant must have reliable access to a car, a valid driver's license, and meet the minimum automobile insurance requirements mandated by the state.

Preferred Qualifications

- Experience in curriculum planning and a solid understanding of the local school system is preferred.
- Proficiency in Microsoft Office including Word, Outlook, and Excel is highly preferred.

WORKING CONDITIONS:

- Ability to lift at least 10 lbs.
- Able to use a PC, email, phone, copier, postage meter, and related office equipment.
- Work Hours: Full-time, 40 hours per week, Monday through Friday. Occasional evening/weekend work as needed.
- Mental Demands: Must be able to work with deadlines and handle multiple projects simultaneously.
- Valid driver's license, work is done in the office and in school/site settings

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: February 2024**
Supervisor: Signature:	Date:
Employee: I have reviewed this job description and acknowledge receipt. Signature:	Date:
Human Resources: Signature:	Date: