



Job Description: Case Manager

Summary:

The Case Manager provides comprehensive care coordination for assigned clients, ensuring integrated delivery of clinical, educational, spiritual, and supportive services. This role serves as the primary liaison with families and collaborates with the multidisciplinary team to achieve optimal client outcomes.

Supervisor: Case Manager Team Leader

Key Responsibilities:

- Conduct intake assessments, benefit evaluations, and orientation for new clients.
- Develop and maintain individualized case management treatment plans and aftercare plans.
- Coordinate services across departments (clinical, medical, educational, spiritual).
- Act as primary contact for families; provide weekly updates and support.
- Facilitate wraparound services and community resource connections for families.
- Monitor client progress and maintain accurate documentation of all case management activities.
- Ensure compliance with agency policies, professional ethics, and regulatory standards.
- Participate in treatment team meetings, staff training, and professional development.
- Support spiritual growth consistent with organizational mission while maintaining professional boundaries.
- Lead group activities when assigned.
- Attend and participate in Reconnect family events.



- Assist clients in spiritual growth and the discipleship process.
- Provide spiritual leadership to interested clients and encourage personal growth.
- Be prepared to lead interested students to Christ.
- Oversee and document treatment plans that include social, educational, spiritual, and recreational activities.
- Other duties as assigned, including areas not outlined in the formal job description.

Performance Expectations:

Maintain compliance with documentation deadlines.

Complete weekly family engagement contacts for all assigned clients.

Ensure treatment plans are completed/reviewed and signed.

Achieve positive client outcome benchmarks as defined by the Case Manager Team Leader

Qualifications:

- Bachelor's degree in social work preferred; will also consider degrees in ministry, human services, psychology, or a related field, and/or equivalent experience.
- Two years of work experience in a child welfare agency or equivalent experience preferred.
- Experience working with persons in crisis.
- Strong communication and documentation skills.
- Ability to establish rapport and motivate others toward achieving goals.
- Ability to work independently and collaboratively with clear professional boundaries.
- Cultural competence and adherence to confidentiality standards.



- Valid driver's license; CPR/CPI/BLS and First Aid certification (provided by TCAR).
- Maintain Handle with Care and CPI certification (provided by TCAR).
- Thirty (30) hours of training in childcare or related (provided by TCAR).
- Must meet Arkansas DHS requirements for residential care staff and pass background check.
- At least twenty-one (21) years of age.
- Mature and Godly character.