

## Good News Rescue Mission

### Job Description



**Position Title:** Senior CCC Case Manager  
**Ministry Department:** Coordinated Community Care  
**Reports To:** Coordinated Community Care Manager  
**FSLA Status:** Hourly, Non-Exempt  
**Status:** Full Time; \$21-24 per hour

**Description:** The Senior Case Manager provides leadership, oversight, and advanced support within case management services. They carry a full caseload while also mentoring and guiding other case managers to ensure consistent, high-quality service delivery. Their work focuses on client advocacy, coordination of care, compliance with agency and grant requirements, and crisis intervention when needed.

### Responsibilities:

1. Client Intake and Enrollment
  - Conduct client intake interviews to determine eligibility for ECM and Community Support services.
  - Assist clients in completing necessary paperwork accurately and comprehensively.
  - Provide education to clients regarding program benefits and processes.
2. Documentation and Compliance
  - Ensure compliance with HIPAA and Title 42 confidentiality and security standards.
  - Maintain accurate and up-to-date records of client interactions and program enrollments.
  - Submit Treatment Authorization Requests (TARs) and ensure correct billing processes are followed.
  - Assisting with day-to-day billing tasks
  - Assist with reports, audits and data tracking
3. Performance Monitoring
  - Track and report on quality performance indicators (KPIs).
  - Monitor client outcomes and program effectiveness, suggesting improvements as needed.
4. Collaboration and Outreach
  - Work collaboratively with other departments within the Good News Rescue Mission to support coordinated care.
  - Participate in department meetings to align goals, strategies, and client outcomes.
  - Engage in direct outreach efforts, including visiting homeless encampments, participating in street outreach, and connecting with underserved populations.
5. Client Engagement
  - Build trust and rapport with clients using trauma-informed care principles.
  - Act as a liaison between clients and community resources to address barriers to care and services.
6. Training Case Managers
  - Providing guidance, training, and support to case managers and support staff

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### **Job Description**



- Lead or assist with onboarding and continued training for the new and existing staff.
- 7. Assisting team in absence of Manager.
- 8. Performs other related duties as assigned.

### **Minimum Job Requirements:**

- High school diploma or equivalent required
- An associate's degree in Social Work, Human Services, or a related field.
- Bachelor's degree in Social Work or Human Services preferred
- A minimum of 3 years' experience in community services, case management, or a related role.
- Familiarity with billing processes and regulatory standards (e.g., HIPAA, Title 42).

### **Knowledge, Skills, and Abilities Required:**

- Strong organizational and time-management skills.
- Excellent written and verbal communication skills.
- Proficient in Microsoft Office and client management software.
- Ability to work effectively with diverse populations in challenging environments.
- Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community.
- Team Player focused on the overall success of the organization.
- Ability to foster a cooperative work environment.
- Strong knowledge of trauma-informed care, client advocacy, and community resources.
- Ability to lead, mentor, and model professionalism.
- Excellent documentation, organization, and communication skills.
- Experience handling complex or high-need client situations.
- Familiarity with compliance, reporting, and confidentiality standards.
- Ability to lead a team toward organizational goals while modeling professionalism.
- Proven experience managing and supervising case managers

### **Work Environment:**

The work environment characteristics described here are representative of those an employee may encounter while performing the essential functions of this job. The environment is pleasant overall, though employees may occasionally have exposure to cold temperatures. The noise level is usually moderate.

Employees may encounter irate or irrational clients, who may or may not be under the influence of mind-altering substances such as cocaine, marijuana, alcohol, etc., or who may be mentally or physically disabled.

Employees may also be regularly exposed to some risk of communicable diseases from guests at the facility, including potential exposure to tuberculosis (TB) and other respiratory illnesses.

## **Good News Rescue Mission Job Description**



Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

### **Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to walk, talk, and hear. The employee is also regularly required to sit and occasionally required to stand. Good manual dexterity is required for tasks involving the use of hands to operate a computer keyboard, handle objects, and perform detailed work. The employee is also required to reach with hands and arms.

The employee must occasionally lift and/or move up to 50 pounds, including going up flights of stairs.

Specific vision abilities required for this job include distance vision, color vision, depth perception, and peripheral vision. The employee is also required to have close visual acuity for tasks such as viewing a computer terminal.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Pre-Employment Screening**

- Drug test
- Clean DMV record
- Must be insurable through GNRM's auto insurance provider.