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**JOB DESCRIPTION**

**Updated by: Katherine Music**

**Date:** July 14, 2023

**TITLE:** Pathway of Hope Case Manager

**DEPARTMENT**: Springfield Corps

**REPORTS TO:** Corps Officer

**SUPERVISES:**  None

**STATUS:**  Full-Time, Non-exempt

**SCHEDULE:** Monday-Friday, 8:30 a.m. - 5:00 p.m. with a thirty-minute meal break.

**FUNCTION:** The Pathway of Hope Case Manager focuses on direct service provision to clients within the POH program. Pathway of Hope (POH) is an innovative, holistic, client-centered approach for helping families break cycles of intergenerational and chronic poverty and achieve goals through intensive case management and experiences in flourishing, supportive relationships.

**DUTIES:**

1. Implement The Salvation Army's holistic approach to social service ministry by providing each client with information regarding corps worship services, corps community programs for adults and children, as well as other Salvation Army community social service programs that would meet their need.
2. Provide services to the client family via the case management steps
   1. Identify, assess and enroll clients per POH Eligibility Criteria procedures.
   2. Meet with the client for 1-2 hours per session, weekly or bi-weekly over 6-18 months to follow the goal plan.
   3. Meet and assess upon case management Exit and post-Exit Follow-Up sessions, per procedures.
   4. Introduce Pastoral Care that is available to the family at the Corps; follow procedures if the family is interested.
   5. Assist and teach within the case manager’s scope and refer out when appropriate.
      1. Includes job readiness and job search, educational advancement, parenting, budgeting and finances, cooking and nutrition, conflict management, substance abuse awareness, and self-advocacy.
3. Ensure clients have access to health and human services.
   1. Includes all Salvation Army internal provisions and services that are available.
   2. Includes external agency referrals for housing, healthcare, mental health services, legal, childcare, non-cash benefits, and other resources as needed.
4. Enable clients to enhance their social support systems.
   1. Including community activities and organizations, their children’s schools, and faith communities.
5. Maintain a case record accurately and timely indatabase system(s) designated by Salvation Army Command and the Siemer Institute for Family Stability.
   1. Assessments
   2. Social History
   3. Action Plan
   4. Progress Notes
   5. Other documentation as needed
6. Track statistics and contingency fund uses.
   1. Prepare a monthly report per the agency’s National Statistic System (NSS) procedures.
   2. Record funding uses per Salvation Army procedures.
7. Collaborate with the divisional POH regional coordinator and fellow POH case managers.
   1. Attend monthly case manager meetings, providing reports as requested.
   2. Meet with divisional POH regional coordinator to discuss case direction and documentation requirements.
8. Collaborate with Siemer Institute for Family Stability. Attend conferences as requested.
9. Follow rules, regulations, and policies of the The Salvation Army. This includes, but is not limited to, obtaining a signed client Authorization For Release of Information form prior to sharing information with outside agencies.
10. Network with community agencies to build a greater referral potential for Salvation Army client systems.
11. Cooperate with other Salvation Army staff, including the Worship and Service Center ministry team, to create and maintain a harmonious and efficient environment.
12. Complete tasks as assigned by supervisors.

**MINIMUM QUALIFICATIONS:**

1. Bachelor in Social Work, Licensed Social Worker strongly preferred. Related degrees will be considered.
2. Experience and/or strong interest in community outreach, organization and community capacity development.
3. Must have an interest and ability to work with people and clients of diverse racial, ethnic, and socio-economic backgrounds in a sensitive and culturally appropriate manner.
4. Ability to collaborate on complex social issues within families and communities.
5. Ability to obtain and maintain driving privileges per The Salvation Army insurance standards.

**COMMUNICATES WITH:**

Internal External

Staff Agency Representatives

Officers Program Participants

Interns

Volunteers

**WORKING CONDITIONS:** With occasional exceptions, work is performed in a typical office environment.

**Legend:** N Not at All (Zero Hours)

V Very Little (Zero to one (1) hour)

O Occasionally (One (1) to two (2) hours)

F Frequently (Three (3) to four (4) hours)

R Repetitively (Five (5) to six (6) hours)

C Continuously (Seven (7) or more hours)

**Body Movements: Weight Lifted: Weight Carried:**

O- Bend/Stoop F- Up to 10 lbs. F - Up to 10 lbs.

O- Squat O- 11 to 35 lbs. O- 11 to 35 lbs.

O- Climb V- 36 to 75 lbs. V- 35 to 75 lbs.

O- Reach V- 76 or more lbs. V- 76 or more lbs.

O- Crouch

O - Kneel

O - Balance

O- Push/Pull

**Hand Movements: Environmental: Exposure:**

O- Light grasping O - Working on heights F- Physical (noise, temperature, dust, etc.)

V- Firm grasping O - Work on uneven ground O- Chemical (cleaning solvents, fresh paint, etc.)

O- Pinching O- Work near moving equipment F- Radiation (microwave in lunchroom, etc.)

O- Vibration F– Extreme Heat and Cold

O- Torque O– Biological (body fluids)

O- Extended Weight

**General Statement:** The above is general in nature and is not intended to be exhaustive. I acknowledge that many positions for The Salvation Army are grant funded. I understand that my continued employment with The Salvation Army may/is based on the renewal and approval of funding.

**Acknowledgment of Religious Purposes of The Salvation Army:**

The employee acknowledges that he/she has been informed and understands The Salvation Army’s religious purpose and status as a church. The employee agrees that he/she shall do nothing in his/her relationship with The Salvation Army as an employee to undermine its religious mission. The employee agrees and understands that his/her work-related conduct must not conflict with, interfere with, or undermine such religious programs or The Salvation Army’s religious purposes.

**THE SALVATION ARMY MISSION STATEMENT:**

The Salvation Army, an international movement, is an evangelical part of the universal Christian church. Its message is based on the Bible. Its ministry is motivated by the love of God. Its mission is to preach the gospel of Jesus Christ and to meet human needs in His name without discrimination.

This job description is subject to change as programs evolve.

**ACKNOWLEDGMENT:** I have read, understand and have received a copy of this job description.

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Employee Name Employee Signature Date