

## Case Manager (Bilingual – Women’s Program)

At Bridgeport Rescue Mission we provide vital services to men, women, and children facing hunger, homelessness, and addiction, offering help to heal and return to the community whole. Our mission is to fight poverty from the inside out embracing people with compassion of Christ, offering hope and healing for a changed life. Bridgeport Rescue's vision is to excel in providing food, shelter, clothing, education, job training and counseling to neighbors in need. Here at Bridgeport Rescue Mission, we take pride in creating employment opportunities for individuals to continue to grow their career and achieve individual development goals. This Case Manager position will provide the opportunity to manage impactful daily operations and projects that will achieve significant return for Bridgeport Rescue Mission.

### Position Summary:

Case Manager of Bridgeport Rescue Mission is responsible for all aspects of service at Bridgeport Rescue Mission including but not limited to providing staff support and direct student care. The Case Manager will also provide comprehensive case management services to students including intake assessments, development and implementation of individual care/case plans and liaison with treatment providers and community. Service here at Bridgeport Rescue Mission will be excellent, accommodating, and warm.

### Position Responsibilities:

- All intake data and case management information required to be entered into the system.
  - Develop and document program plan goals with students, and job readiness preparation. Develop and implement a discharge plan for clients.
- Schedule, conduct, and document individual counseling sessions that address student personal issues and program performance. Make recommendations to the supervisor for corrective action as required and monitor on an ongoing basis.
- Assist students in scheduling medical appointments; track medical appointments and arrange transportation when necessary; follow-up with medical needs (medication, referrals, etc.); assist clients without insurance obtain medication.
- Assist students in obtaining state health insurance and completing redetermination forms. • Conducts all intakes and follows up with the program director and staff on incoming new students.
- Assist students in legal matters, which may include providing letters for court, arranging transportation and attending to provide advocacy (when necessary), obtaining necessary documentation and corresponding with court officials/attorneys/probation officers
- Assist students in obtaining necessary documentation, such as birth certificate, social security card, identification cards, etc. Administer random urine toxicology screens

- Search rooms/students for contraband (also a house manager responsibility; should be done with more than one person present for accountability)
- Establish treatment goals/immediate needs and includes setting up counseling appointment, behavioral health referrals, etc.) Full intensive case management meeting with each student on a weekly basis keeping a case plan and exit plan.
- Apply interventions to address student/guest crisis/issues/misconduct; mediate conflict resolution among students and/or guests; apply disciplinary protocols when applicable • Communicate and work with Genesis Counselors to follow up on all required outcomes needed for phases and graduation.
- Communicates and coordinates with Counselors concerning students' needs and arranging time for individual sessions; complete paperwork in applying for insurance approval of counseling in the private setting and community.
- Communicating and coordinating with volunteers associated with the BRM program, which includes: teachers, tutors, drivers, volunteers willing to take students to church/self-help meetings, house manager and other BRM staff • Signing and checking passes (both appointments and recreational
  - Completing Incident reports within 24 hours and bringing them to the attention of the Men's Director and Program Manager.
  - Perform other tasks assigned by the manager.

Salary Range:

Negotiable

Job Requirements:

- Exceptional interpersonal skills and the ability to interact effectively with staff. Basic computer skills and knowledge of Microsoft programs. Willingness to grow and learn particularly in the ministry of Development. Ability to conduct research, gather data, analyze information, and prepare effective, accurate, and timely reports and other documents to support development objectives. Ability to organizing, prioritizing, and scheduling work assignments. Ability to exercise good judgment, to demonstrate an understanding of ethics related to development activities, and to use discretion in interactions with donors, prospects, volunteers, and others. Demonstrates organizational skills and experience in problem solving.
- Ability to foster effective working relationships within a team environment. Community relations skills and the ability to communicate and work effectively within a diverse community. Developed with verbal and written communication skills and the ability to

present effectively to small and large groups. Willingness to be flexible to support the needs of Life Change Program at Bridgeport Rescue Mission.

This is NOT a remote position.

Please forward resume to: [humanresources@brmct.org](mailto:humanresources@brmct.org)