

Case Manager

Pinnacle Resource Center is seeking compassionate and organized individuals interested in making a difference in their community! Our case management staff focuses on helping our residents get back on their feet by finding housing, employment, and social support services individuals and families may need!

Case Manager Job Responsibilities:

- Assess potential residents by completing intake interviews; determining needs and developing plans.
- Establishes treatment programs by setting schedules and routines; coordinating services being provided; arranging resources, including transportation and escort.
- Monitors cases by verifying clients' attendance; observing and evaluating progress and responses; advocating for needed services and entitlements; obtaining additional resources; intervening in crises; providing personal support.
- Maintains clients' records by reviewing case notes; logging events and progress.
- Communicates clients' progress by conducting weekly meetings and evaluations; disseminating results and obstacles to executive team; identifying program influences.
- Prepares clients' discharge by reviewing and amplifying discharge plans; coordinating discharge and post-discharge requirements; orienting and training family members; providing resources.
- Improves staff competence by providing educational resources and training
- Improves program results by studying, evaluating, and re-designing processes; implementing changes; influencing policies and procedures.
- Meets budget by monitoring expenses; implementing cost-saving actions.
- Prepares reports by collecting, analyzing, and summarizing program results data and trends.
- Enhances department and organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

Work Hours & Benefits:

This will be a full time position that pays \$13-14 per hour (based on experience). Pay schedule is salary based, and distribution occurs on the 1st and 15th of the month. Sick time, PTO included; two weeks paid vacation annually. No retirement or insurance available at this time.

Case Manager Skills & Qualifications:

- Documentation skills
- Analyzing information
- Decision making
- Research skills
- Verbal & Written communication
- Computer skills
- People skills
- Resolving conflict
- People management
- Integrity
- Connecting with children

Education & Experience:

- High School Diploma or GED
- 3+ years customer service experience, preferably in human services and/or case management
- Professional or personal experience supporting individuals with disabilities, mental illnesses, or challenging behaviors highly preferred
- Must have clean personal record (no felonies or sex offender)
- Must have a valid in-state driver's license and a good driving record
- Must be 21 years old or older

Apply immediately by sending/delivering completed resume with three professional and three personal references, along with brief cover letter explaining why you want the job to:

Pinnacle Resource Center
ATTN: Case Manager Position
1513 Jeffers Rd
PO Box 164
Huntsville, TN 37756

Email submissions accepted at: homeless.dir@highland.net (PDF format only, "Case Manager Position" subject line)

DEADLINE for submissions is Monday, April 18, 2022 at 12pm EST.