

# South Carolina Conference of the United Methodist Church

**Position Title: DISASTER CASE MANAGER**

**Position Status: Full-time, Hourly, Grant Employee**

**Reports To: Hurricane Florence Recovery Director**

**Location: Chesterfield, Darlington, Dillon, Horry, Marion, and Marlboro Counties**

## **BACKGROUND**

Disaster Case Management is a time-limited process by which a skilled helper (Disaster Case Manager) partners with a disaster affected individual or family (Client) in order to plan for and achieve realistic goals for recovery following a disaster. This comprehensive and holistic Disaster Case Management approach to recovery extends beyond providing relief, providing a service, or meeting urgent needs.

## **ROLE OF THE CASE MANAGER:**

The Disaster Case Manager serves as a primary point of contact to facilitate access to a broad range of resources, addressing the client's complex disaster recovery needs. The goal is to re-establish normalcy. The Disaster Case Manager relies on the Client to play an active or lead role in his or her own recovery. The process involves an assessment of the client's verified disaster recovery unmet needs, development of a goal-oriented plan that outlines the steps necessary to achieve recovery, organization and coordination of information on available resources that match the disaster recovery unmet needs, the monitoring of progress toward reaching the recovery plan goals, and, when necessary, client advocacy.

## **Essential Job Requirements**

- completion of a disaster recovery case management specific curriculum;
- safety screening as evidenced by a background check;
- able to maintain ethical conduct in accordance with organizational policy;
- available to work a flexible schedule, including occasional evening and weekend hours;
- conduct business in a manner consistent with the mission, values and policies of the SCUMC;
- able to maintain high standards for protecting client information, sharing confidential information only as agreed upon by the client and as evidenced by a signed release form;
- able to work calmly to effectively resolve conflicts in sensitive situations;
- computer literate, able to utilize word processing, database, and spreadsheet software. demonstrate ability to learn new and/or customized software;
- possess excellent communication skills both written and verbal; able to work collaboratively with others
- have a valid driver's license and vehicle to be able to drive long distances in all areas within the service area;
- be organized and prepared for reports, meetings, briefings, and conversations with clients, staff and external partners;
- able to work without close supervision on assigned duties, and be willing to seek and accept supervision as needed;
- unquestioned confidentiality with sensitive financial and personal information;

- possess no outside business interest that may conflict with the organization’s goals and objectives;
- college degree is preferred but not required;
- demonstrate helpful inter-personal skills, *such as*:
  - \* genuine care and respect for individuals, families, and communities served;
  - \* effective listening and interviewing skills;
  - \* cultural and linguistic competence relative to the population served;
  - \* ability to document, or to access an alternate method for documenting, in the client record;
  - \* sensitivity to the needs of individuals and families in crisis;
  - \* awareness of the impact of the disaster on the community, the family and the individual;
  - \* ability to maintain appropriate service boundaries; and
  - \* self-awareness.

## ESSENTIAL FUNCTIONS

- a) Perform outreach to identify vulnerable persons in need of services and referrals.
- b) Screen applicants promptly and responsively to identify urgency of need and direct individuals to appropriate services, providing accurate and timely information and referral.
- c) Perform intake interviews via phone and/or in person, linking survivors to resources for urgent needs.
- d) Conduct comprehensive, individualized, strengths-based, and culturally-responsive assessments of each client’s disaster recovery needs and available resources.
- e) Engage each client to cooperatively participate in the development, implementation, and ongoing review of an individualized disaster recovery plan
- f) Empower the disaster survivor to effectively access the resources available in accordance with the sequence of assistance for disaster recovery
- g) Provide, refer, or otherwise arrange for individuals and families to receive needed services and resources identified in the recovery plan through the following actions:
  - assist in the restoration of pre-disaster social service benefits for qualified individuals;
  - verify unmet needs by obtaining records and/or contacting vendors;
  - network with other organizations to guide client through sequence of delivery without duplication of benefits or services;
  - advocate with and for clients by activities including but not limited to:
    - preparing for and making case presentations on behalf of client;
    - actively participating in long term recovery groups where such exists; and
    - providing support and advocacy with governmental and non-governmental agencies and organizations when necessary.
- h) Monitor client progress toward recovery goals,
- i) Document using standardized forms and enter relevant information into the client registry (CAN) in a timely manner.
- j) Provide continuity of client services through case transfer or case closure.