



Connecting the pieces for health, home and community.

Ritter Center Case Manager Position Announcement

CURRENT OPENING:

Ritter Center is currently recruiting for a **Case Manager**. This is a **full-time, non-exempt** position reporting to the **Case Management Program Supervisor**. **This role is based in San Rafael, CA at Ritter Center's Main Campus. Please find full job description below.**

Position Description:

The Case Manager responds to the immediate needs of the client as well as performing intake interviews, assessing the client for case management services and eligibility for financial assistance. Educates client about Ritter Center and other community resources including creating a detailed service plan as appropriate; advocates for clients immediate needs. Maintains accurate client records. Upholds Ritter's values of providing services to any and all in need with respect and compassion. This position reports to the Case Management Program Supervisor.

Job Duties and Responsibilities:

- Assess client needs and work with all staff to provide a seamless, effective service plan; make appropriate referrals when necessary
- Assist clients in independent living skills and realistic goal setting; provide support needed to access agencies (bus tickets, identification cards, etc).
- Collaborate with Social Service agencies to ensure appropriate support for clients, advocating for clients as needed; follow up with clients and other agencies regarding transition of clients and record outcomes
- Manage Emergency Family Needs Fund, Critical Family Needs Fund and other funds as required
- Maintain accurate records of referrals and client advocacy; maintain accurate Targeted Case Management Files
- Maintain accurate records of financial assistance program in Excel and in Homeless Management Information System (HMIS)
- Attend assigned case management meetings
- Meet with supervisor, attend staff meetings and trainings as scheduled
- Adhere to the goals, objectives, and personnel policies of Ritter Center
- Perform other duties as assigned which may include performing Representative Payee Duties (i.e. budgets, check requests) and maintain Payee Program records

Qualifications:

- Good skills in organization and ability to multi-task and remain calm
- Experience working in social service setting; ability to be empathic and compassionate with clients combined within a framework of appropriate boundaries
- Understanding of the needs of low income working people and people who are homeless
- Strong people management and communication skills
- Knowledge of Ritter Center services, policies and procedures and community
- Basic computer knowledge required, accuracy in data entry
- Bilingual Skills not necessary but preferred



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Responsibilities of all Ritter Center Employees:

1. Demonstrates a clear understanding of the mission, purpose and philosophy of Ritter Center.
2. Places needs of the patient first at all times. Care management and service delivery are developed with the goals of the patient's healing and support in mind.
3. Adheres to ethical business practices by striving to perform in a manner that conforms to the highest standards of ethical behavior, integrity and honesty.
4. Takes initiative and responsibility for decisions as an individual. Communicates information effectively both verbally and in writing.
5. Maintains confidentiality of all agency and patient related information. Protects patient rights as defined in the patient Bill of Rights.

Physical Demands:

The work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee may be required to sit for long periods of time, talk, hear, write, operate a keyboard, have the visual acuity to read small print and view a computer monitor, reach to the top of a five drawer filing cabinet and lift boxes of no more than 30 lbs. The employee is required to interact with clients, volunteers and visitors both indoors and outdoors.

Work Environment:

The work environment characteristics described here are representative of those of a social services agency. Ritter Center's facilities are smoke-free.

Employment Practices:

Ritter Center is an Equal Opportunity institution and does not discriminate against any person in employment or in admission, treatment, or participation in its programs and benefits on the basis of race, color, national origin, creed, ability to speak English, disability, sex, age or marital status.

ADDITIONAL BENEFITS:

The Ritter Center is committed to providing a robust additional benefit package to complement compensation. This package includes paid holidays, vacation and sick time accrual that increases with tenure, medical insurance with choice of plans, dental insurance, life insurance, disability benefits, flexible spending accounts, a 401K savings account, and an Employee Assistance Program. Additionally, the Ritter Center pays 100% of the employee premium for the medical, dental, and life insurance plans. Additional ancillary benefits are added each year as appropriate.

TO APPLY:

Please email your current resume, as well as a cover letter to Colin McDonnell at colin@rittercenter.org.