

JOB DESCRIPTION

Position Title: Case Manager	Status: Full Time; Non-Exempt
Department: Program	Reports To: Director of Programs

POSITION PURPOSE

As part of the Program Department, the Case Manager's role is critical to achieving the organization's mission. Responsibilities include: enrolling children; conducting pre-match training for families and volunteers; creating mentoring relationships; and providing support to the child, parent/guardian and volunteer throughout the mentoring relationship.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Conducting in-home enrollment interviews with children and parent/guardians.
- Creating mentoring matches using the organization's matching philosophy based on preferences, interests and expectations.
- Providing training for families and volunteers regarding roles and expectations, relationship development, and safety.
- Conducting in-person, in-home introduction meetings between the volunteer, child and parent/guardian.
- Providing on-going, quality support to volunteers, children and parent/guardians on a caseload to ensure safe and healthy relationships.
- Implementing surveys with volunteers, children and parent/guardians to measure positive outcomes that are achieved.
- Building and maintaining relationships with other service providers and partners through regular communication and meetings.
- Participating in engagement activities for children who are waiting for a mentor.
- Contributing to Agency Events and performing additional tasks as assigned by the Director of Community Relations, Director of Programs, Director of Development, COO or CEO*
- Communicating new and innovative ideas to applicable departments to capitalize the agency mission*
- Adhering to the agency's beliefs, values and mission in all job-related activities*
- Implementing and comply with all Agency procedures*

EDUCATION & RELATED WORK EXPERIENCE

- Education Level:**
(Minimum & preferred educational requirements necessary to perform this job successfully)
- Minimum of Bachelors Degree required in Social Work or Human Service related field
- Years of Related Work Experience:**
(Minimum & preferred related work experience necessary to perform this job successfully)
- 1 to 2 years of experience with at-risk youth and families is required.

SKILLS AND KNOWLEDGE		
	Required	Preferred
A demonstrated ability to develop a rapport through interpersonal skills with individuals from diverse backgrounds including children, guardians, peers, volunteers and other service providers.	X	
Demonstrated success in project management.	X	
Developed organizational skills and attention to detail	X	
Knowledge of cultural, educational and socio-economic factors and how they play a role in people's lives.	X	
Ability to work independently to successfully reach objectives	X	
Ability to successfully work in a team environment.	X	
Enthusiasm, creativity, positive sense of humor and can do attitude.	X	
Personal vehicle for travel	X	
Flexibility to work evenings and weekends	X	

TRAVEL REQUIREMENTS (LIST AS A % OF TOTAL WORK TIME)	Local Travel 40%
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WORK ENVIRONMENT/PHYSICAL REQUIREMENTS (Describe any specific work place conditions and/or physical abilities that are related to and/or required by this job)
General office environment with regular home visits to client's homes and community locations, as well as occasional visits to volunteer homes. Must be familiar and comfortable with inner-city neighborhoods. Work hours and location flexible to meet customer needs, including regular weeknights and occasional weekend hours.

Core Competencies	High Performance Indicators
Communication- Verbal and Written	Able to practice active and attentive listening skills to verify understanding; adapt communication content and delivery to individual needs; proactively inform others about developments relevant to the team; openly and diplomatically express opinion, even when different from that of others; translate what is heard, observed or assessed into documentation that is accurate, concise, and clearly communicates key information to others with a need to know.
Customer Focus & Relationship building	Able to build strong working relationships with agency staff and matches; identify unexpressed customer needs and potential solutions to meet those needs; independently anticipate and meet customer match support needs; prioritize work in alignment with the needs of the match; use match knowledge and feedback to improve the effectiveness of own support results.

<p style="text-align: center;">Problem Solving & Analysis</p>	<p>Able to gather appropriate data and diagnose the cause of a problem before taking action; separate causes from symptoms; apply lessons learned from others who encountered similar problems or challenges; anticipate problems and develop contingency plans to deal with them; develop and evaluate alternative courses of action.</p>
<p style="text-align: center;">Flexibility & Achieving Change</p>	<p>Able to positively deal with changes that affect job requirements or work assignments; adapt to shifting priorities in response to the needs of matches; quickly recognize situations/conditions where change is needed; remain calm and professional in emotionally charged interactions; work to clarify situations where information, instructions, or objectives are ambiguous; support organizational change.</p>
<p style="text-align: center;">Continuous Improvement & Gets Results</p>	<p>Able to identify and apply "best practices" in own work; improve efficiency by planning and organizing work effectively, eliminating barriers and streamlining work processes; monitor, evaluate and track own performance; adapt work practices in order to meet goals and deadlines; persist in the face of ongoing obstacles or setbacks; accept responsibility for the quality and outcomes of own work.</p>
<p style="text-align: center;">Decisiveness & Judgment</p>	<p>Able to demonstrate sound judgment in routine, day-to-day decisions; think critically to make decisions and take action, even in non-routine situations; rapidly make reasonable assessments with limited information; consider impact of various options when making decisions; use sound judgment in deciding whether to make a decision or escalate it to a supervisor for additional consultation.</p>
<p style="text-align: center;">Open Communication</p>	<p>Able to use active and attentive listening to confirm understanding; coach others through the use of reflective questioning; personalize communication content and delivery to fit different perspectives, backgrounds or styles of audience; document information about matches clearly and concisely in order to keep records accurate and up to date.</p>
<p style="text-align: center;"><i>Planning & Organizing</i></p>	<p><i>Able to create and execute a plan of action to meet targets; balance the need for long term planning with short-term objectives; avoid wasting time and resources on tasks that yield low value; monitor the progress and impact of assignments.</i></p>
<p style="text-align: center;"><i>Attention to Detail</i></p>	<p><i>Able to review data/documents for accuracy and consistency; take action to prevent mistakes; follow procedures closely; keep records accurate and up to date.</i></p>

Strategic Alignment	<i>Able to align own work objectives with the organization's strategic plan or objectives; take organizational priorities into consideration when making choices and trade-offs in own work; act with an understanding of how the community drives/affects the business; maintain perspective between the overall picture and tactical details.</i>
Valuing Diversity	<i>Able to seek out and work effectively with others who have diverse perspectives, talents, backgrounds, and/or styles; contribute to a team climate in which differences are valued and supported; challenge any stereotyping or offensive comments; seek and respond to feedback from others about his/her own behavior that might be perceived as biased.</i>

EQUAL EMPLOYMENT OPPORTUNITY

Be-A-Friend Program Inc. Big Brothers Big Sisters of Erie County is an equal opportunity employer. Our policy prohibits discrimination against applicants and employees on the basis of race, color, religion, sex, disability, sexual orientation, marital status, pregnancy, age, veteran status, national origin or any other legally protected status in accordance with applicable local, state and federal anti-discrimination laws.

AMERICANS WITH DISABILITIES

Be-A-Friend Program, Inc. Big Brothers Big Sisters of Erie County is committed to providing equal opportunity employment to otherwise qualified individuals with disabilities, which may include providing reasonable accommodations where appropriate. In general, it is your responsibility to notify your supervisor or the Human Resources Department of the need for accommodation you believe may be necessary for the functional limitations caused by your disability. In addition, when appropriate, we may need your permission to obtain additional information from your physician or other medical.

JOB RESPONSIBILITIES

The above statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties and responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. Be-A-Friend Program, Inc. Big Brothers Big Sisters of Erie County may change the specific job duties with or without prior notice based on the needs of the organization.

Compensation is commensurate with skills and experience.

Please send Resume and Cover Letter to jobs@beafriend.org or Human Resources, Be-A-Friend Program, Inc., Big Brothers Big Sisters of Erie County, 85 River Rock Drive, Suite 107, Buffalo, NY 14207.