

## **Emergency Services Case Manager**

**Pay rate: 20.00 hourly**  
**Full Time**

### **Job Description**

A Emergency Services Case Manager provides prompt and accurate details of placements, shelter home availability, case management, the documentation of contacts and activities, and all necessary communications with other agency staff in order to support the consistent provision of services, including foster home placements, counseling, the scheduling of appointments, etc. An Emergency Services Case Manager attends team or employee meetings and training as required, which may on occasion occur after normal work hours. An Emergency Services Case Manager is responsible for being available as needed, responding to calls immediately, and for meeting all essential functions of the job. An Emergency Services Case Manager must be available to provide immediate services, including crisis interventions, patient transports, and patient placements. An Emergency Services Case Manager is responsible for completing other duties as assigned to assist in the functioning of Crisis Services and the shelter services. The case manager is expected to complete all paperwork, including intakes, shift summaries, etc., in a timely manner.

### **Assessment**

In many cases, our Emergency Services Case Managers conduct face-to-face assessments with clients in their natural settings to determine their specific needs. Clients in crisis may require immediate referral to medical services, assistance with concrete needs, such as food and clothing, or they may be in a state of psychological shock and require professional psychiatric intervention. Emergency Services Case Managers usually meet with clients on an individual basis. In other cases, assessments are also done with first responders, social service providers, family members, mentors, or whomever the client would like to attend. In some cases, they may also meet with groups to perform group assessments, such as in cases of community crises and interventions.

### **Counseling**

Crisis intervention is a short-term form of treatment to help clients deal with the immediate aftermath of a crisis. In most situations, the case manager will provide brief intervention services to help individuals regain a sense of safety, return to their normal level of functioning and to prevent psychological disorders such as post-traumatic stress disorder, or PTSD. Crisis intervention is not intended to replace long-term counseling or psychological and psychiatric treatment.

## **Advocacy**

Clients in crisis often enter a state of emotional shock and withdrawal as a way of handling the aftermath of the disaster or crisis situation. They may be shortly unable to arrange for their immediate need. An Emergency Services Case Manager may provide temporary forms of advocacy to help clients meet these needs. This may include explaining client needs to service providers or helping clients apply for social services. But the ultimate goal of an Emergency Services Case Manager is to help stabilize the client and/or help the clients regain sufficient levels of functioning so that they are able to resume advocating for themselves.

## **Referral**

Providing accurate and timely referrals is another important responsibility of many Emergency Services Case Managers. Emergency Services Case Managers often do not have the time, resources or expertise to assist clients with certain needs, such as psychiatric services or housing. They must be well informed about community resources and different types of governmental assistance available to survivors of certain crises. After assessing a client's needs and providing brief counseling, a Emergency Services Case Manager refers her client to the appropriate resource for continued assistance and treatment.

## **Requirements**

The emergency Services Case Manager position requires an associate's degree in a related field and at least four years of related experience and/or training. A candidate should have regular contact with youth, families, and community partners. Emergency Services Case Managers should be available to work evenings, weekends, and holidays as assigned (schedules are not guaranteed and may vary to meet program coverage needs). Emergency Services Case Managers should also have availability to attend scheduled meetings and trainings (such as unit and agency meetings).

**All duties and responsibilities are subject to change and based on the current needs of the campus/clients.**