



Job Description

Job Title: Volunteer Case Manager

Department: Human Services/Non-profit

Reports To: Director

Location: Remote/Hybrid (Temporarily)

Prepared By: Human Resources

Company Overview:

Divine Services & Foundations, Inc. (DSF, Inc.) is a faith-based non-profit organization designed to provide case management services to the local community (Southern Maryland) Surrounding domestic violence, mental health, mental awareness, conflict resolution and enrichment programs. Divine Services & Foundations, Inc., was founded in Fort Washington, Maryland in 2022. DSF, Inc. is embarking on an ambitious plan to raise significant endowment, capital, and program funds to build the organizations immediate impact and strengthen its long-term sustainability.

DSF, Inc. is driven to provide prestigious services by the following core values:

- Spiritual Development
- Integrity
- Hospitality
- The Love of People
- Healing & Positive Transformation
- Serving others
- Unity
- Enriching Lives

For more information about Divine Services & Foundations, Inc., please visit our website at: www.dsfinc.org (This website is currently under construction)

Summary:

Case managers are commonly liable for supporting, advocating and are tasked with educating clients on their options. Case managers will use effective communication skills to gather information to obtain the health records, client interviews, intakes and survey questions in order to gauge the correct supports and treatment plan. Case manager responsibilities include:

Essential Duties and Responsibilities:

- Develop and implement service and treatment plans for each client
- Assist clients in need of obtaining benefits, entitlements, and other legal services
- Provide crisis intervention services if needed and referrals for psychiatric assessment
- Coordination of care with service providers including medical, mental health, substance abuse, and other supportive services
- Weekly in-person case management services for each client
- Develop and maintain of community partnerships to provide superior services
- Ongoing assessment and adjustment of services provided in collaboration with other staff and community partners
- Maintain a high level of confidentiality and integrity when handling client information
- Address client needs such as connecting individuals with medical and mental health services, accessing public benefits and community resources, developing budgeting skills, and connecting individuals with permanent and stable housing.

Requirements:

- Have a degree or working towards a degree in Social Work, Psychology, Counseling, or Human Service Administration from an accredited college or university required; LMSW or LCSW preferred
- 3+ years of relevant human service, social services, or case management experience
- Knowledge of case management documentation and record keeping
- Experience working closely with youth, young adults and adults
- Experience working with victims and survivors of domestic violence
- Knowledge of substance abuse/recovery, family systems, medical and mental health treatment
- Self-starter who can multitask and efficiently prioritize tasks
- Sensitivity to the needs and challenges of individuals experiencing homelessness, at risk for homelessness, or those who have experience trauma
- Knowledge of community (Washington, DC metro area) providers and resources including LGBTQIA2S+ health care, mental health care, housing, employment, social and needs based services, transportation, and educational resources
- Excellent interpersonal and written communication skills
- Excellent organizational and time management skills
- Must be able to exercise patience and understanding even in escalated or crisis situations