



# Family Advocate & Case Manager

Full Time Employee; Hourly

**DEPARTMENT:** Starlight Program (Recovery)

**SUPERVISOR:** Recovery Officer

**Position Summary:** Under the supervision of the Starlight Officer, this position provides case management, family advocacy and peer support services to program participants. This includes support in the process of integrating clients into a life of self-sufficiency and to promote and enhance long-term recovery goals. The overall goal is to provide a long-term, residential and therapeutic community for women and their children to break adverse cycles and rebuild their families.

## Essential Functions and Responsibilities

- Commit to and implement the TDARS faith-based, Christ-centered program values and statement of faith.
- Responsible for the case management of program participants to include visits, phone support, orientation to recovery activities and support groups, linkage between levels of care, and community agency referrals as needed including primary healthcare providers, education and employment services and other available services.
- Provides advocacy on behalf of program participants in order to obtain needed community services.
- Utilizes available community, government, and/or client resources needed to address participant's limitations or support interventions in the management of the participant's recovery.
- Creates individual and family care plans and manages behavioral and psychosocial needs that result in improved clinical and financial outcomes delivering social work interventions.
- Assists participants to effectively utilize available resources to meet their personal needs and help them develop their own capabilities.
- Evaluates participants' ability to independently manage self and locate alternative resources when limitations are identified via an approved evaluation.
- Provides guidance to members seeking alternative solutions to specific social, cultural or financial problems that impact their ability to manage their needs.
- Evaluates participants' strengths related to self-management, develops strategies to support needs and implements plans in support of decisions. Assess and evaluate program participants' progress.
- Facilitates and coordinates behavioral health resources as individual participant needs are identified.
- Conduct peer support groups as scheduled.
- Assists in the development and implementation of goals and objectives to attain stability, access to community resources involving health, education, and/or other services to ultimately achieve self-sufficiency
- Submits written materials necessary for documenting activities that affect daily care, recovery, etc.
- Interacts daily with program participants in programming activities.
- Will be required to work evenings and/or weekends hours to support the success of the program
- Collaborates with other community group liaisons to facilitate volunteer opportunities and incorporate altruistic activities.
- Participates in team and staff meetings to receive and provide feedback on participant issues.
- Actively support a trauma informed and responsive work environment as demonstrated in the 5 core values of safety, trustworthiness, choice, collaboration, and empowerment.
- Assures adherence to COA standards for accreditation in every aspect of the program.
- Assists with research of new or existing evidenced-based programs and "best practices" in other local, state and national programs and develop plans to either model and implement or suggest elimination from recovery program offerings as appropriate.
- Assist with report preparation to the Tamassee DAR School Board of Trustees when necessary.
- Works with the Recovery Program Officer and therapeutic team to handle crisis situations and takes action to resolve conflicts, disputes and concerns of program participants.
- Seeks to optimize use of donated and free resources.
- Help meet the quality improvement efforts of Tamassee DAR School by supporting and encouraging a culture of excellence and continual improvement.

- Performs related duties as required.

**Required Qualifications**

- Bachelor's degree in Social Work, Human Services, or related field. Experience with residential care for women and children a plus.
- A minimum of three (5) year's work experience directly with target population. Prior experience in the substance use field is highly desired to include recovery advocacy experience, and/or peer support certification. Must have at least 5 years continuous recovery from a substance use disorder, if applicable.
- Knowledge of local, state and federal laws related to programming.
- Flexibility to work extended program hours, especially as seasons and service needs change.
- Must have excellent Interpersonal Skills and Collaborative Skills.
- Understanding of Cultural Competency.

**Supervisory Responsibility:** This position has assigned oversight of employees and volunteers of the recovery program.

**Additional Leadership Duties:**

- Serve as a member of the Starlight Program Team
- Other duties as deemed necessary by the Starlight Officer

**Competencies:**

1. Organizational Skills.
2. Results Driven
3. Teamwork Orientation.
4. Communication Proficiency.
5. Technical Capacity.
6. Case and Performance Management.

**Work Environment**

This job operates in a professional office and residential environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. Community-based location that serves youth, families and community members daily. Frequent contact with employees, community-based organizations, families, students, and community members. Some required travel to programming locations and community partners. A typical work schedule may include evening and weekend work.

**Physical Demands**

Involves activities that require ability to lift 30 lbs., reaching, climbing and grasping. Vocal communication is required for expressing or exchanging ideas by means of the spoken word. Hearing is required to perceive information at normal spoken word levels. Visual acuity is required for preparing and analyzing written or computer data, determining the accuracy and thoroughness of work and observing surroundings and activities. The worker is not subjected to adverse environmental conditions.

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.