



Position Information

Position Title: **Disaster Case Manager**

Department: **Catholic Charities**

Reports To (Title): **Regional/Program Director**

Work Schedule: M – F Hours: _____ to _____ Other: **20 Hours per Week**

Type of Employee (Hours worked per week) Regular Full Time (≥30) Regular Part Time (20-29) Part Time (≤20) Temporary (varies)

Percentage of Travel Required 0% 10% 25% 50%+

Exemption status (HR use only)	<input type="checkbox"/> Exempt	<input type="checkbox"/> Non-exempt
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Position Summary

Summarize the overall function or purpose of this position. This should be a concise description of the job.

The Disaster Case Manager will provide comprehensive disaster case management services assistance to families in response to and as they recover from natural disasters. The Disaster Case Manager is responsible for providing a wide variety of disaster services including: operating a point of distribution, participating in canvassing efforts, client assessments, information and referral, distributing financial assistance, advocacy, the development of long-term disaster recovery plans, and preparedness activities.

Duties and Responsibilities

Indicate as clearly as possible the significant duties and responsibilities that are **essential** requirements of the job. List the duties in order of importance and the approximate percentage of time for each duty. Focus on major responsibilities rather than detailed work routines.

Relief Efforts

- Provide culturally aware services to individuals and families
- Lead canvassing teams doing door to door abbreviated intakes
- Lead and coordinate Point of Distribution (POD) operations

	20.00
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Duties and Responsibilities *continued from page 1*

Recovery Efforts

- Perform intake interviews, with response to immediate needs
- Provide comprehensive family assessments which focus on the family's strengths, opportunities and needs
- Develop goals for recovery with clients
- Engage each client to cooperatively participate in the creation implementation, and ongoing review of an individualized disaster recovery plan to accomplish identified goals
- Empower the client to play an active or lead role in his or her own recovery

50.00

Recovery Efforts

- Provide information about and make referrals to other community agencies
- Facilitate clients' access to linguistically and culturally competent services including advocacy when needed
- Network with other organizations to guide client through sequence of delivery without duplication of benefits or services
- Actively participating in long-term recovery groups where such exists
- Provide Disaster Case Management (DCM) and other disaster preparedness trainings

20.00

General

- Maintain client records, agency and program data collection and reports as required by supervisor, agency policy and procedure and funding sources
- Produce grant reports as required
- Attend agency, staff and community meetings as determined by supervisor
- Perform other duties associated with the general responsibilities of this position and/or as assigned by supervisor

10.00

Position Qualifications

Formal Education (minimal level REQUIRED for this position)

- No minimum education level
- High School diploma or GED
- Associates or other 2-year degree including technical/trade school
- Bachelors degree
- Masters or Professional degree (M.B.A., J.D., etc.)
- Doctorate

Degree in specific subject area: _____ Degree Type: Human Services Field

Concentration: _____

Work Experience (minimum experience REQUIRED for this position)

- Less than 1 year
- 1 - 3 years
- 4 - 6 years
- 7 - 9 years
- 10 + years

Years of specific work experience: Field: _____ Years of experience: _____

Qualifications

Skills:

- Experience working in disaster recovery and disaster case management
- Demonstrated ability to work effectively with a wide diversity of people from different ethnic backgrounds
- Excellent interpersonal skills
- Proven computer skills including Word, Excel and other appropriate applications
- Fluent in Spanish and English (oral and written communications) preferred

Special Requirements:

- Knowledge of and commitment to Catholic social teachings and practices and the mission of Catholic Charities of the Diocese of Raleigh
- Valid NC Driver's License and a vehicle in working order for business use
- Authorized to work in the U.S.

*Job responsibilities may involve travel and some work beyond the regularly scheduled workdays, i.e., weekends and evenings as scheduled, and as needed.

Position Characteristics

Physical Requirements/ Work Environment

(This section must be completed *entirely*, regardless of position)

	Amount of time spent			
	None	<1/3 of time	1/3- 2/3 of time	>2/3 of time
Lifting greater than 20 lbs.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Sitting for extended periods	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Standing for extended periods	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Primarily office work	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Primarily outdoor work	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Primarily indoor work	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Prolonged exposure to heat/cold	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Prolonged exposure to loud noise	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Level of Supervision Received (check the option that best describes the position overall)

Direct Supervision: Supervisor gives specific instructions on all assignments. Work is reviewed regularly for accuracy and completeness.	<input type="radio"/>
General Supervision: Supervisor provides continuing or individual assignments by indicating what generally is to be done, limitations, quality and quantity expected, deadlines, and priorities.	<input type="radio"/>
Intermittent Supervision: Supervisor makes assignments by defining objectives, priorities, and deadlines. Assists employee with unusual situations. Employee carries out successive steps and resolves problems in accordance with instructions and policies.	<input checked="" type="radio"/>
Administrative Supervision: Supervisor sets overall objectives and resources available. Collaborate on deadlines, projects, and work to be done.	<input type="radio"/>
Long-Range Administrative Direction: Employee generally proceeds independently in accordance with general plans, policies, and purposes of the department. Results of work are considered technically authoritative.	<input type="radio"/>

The above statements are intended to describe the general nature and level of work being performed by the individual assigned to this job. They are not intended to be an exhaustive list of all the responsibilities, duties, and skills required for the position. All employees may have other duties assigned at any time.