



Criminal Justice Ministry Job Description

Job Title: Release to Rent Case Manager
Work Site: 1104 Jefferson Ave., St. Louis, MO 63104
Work Hours: Salaried, Exempt
Department: Reentry Housing
Reports to: R2R Program Coordinator

SUMMARY

The Release to Rent (R2R) Case Manager works with the reentry program team to provide wrap-around case management to men who are returning after long-term incarceration. To achieve programming and financial goals set by the Reentry Program Coordinator, the Reentry Case Manager uses a multi-disciplinary, evidence-based approach to help clients address a variety of challenges, including but not limited to housing support, employment placement, mental / trauma support, substance abuse counseling, and crisis intervention. The R2R program model assists clients for up to 12 months (depending on need) and is contingent on grant funding.

PRIMARY RESPONSIBILITIES

- Case manages clients directly, based on departmental need, providing clients needed services such as goal setting, home visits/check-ins, recording case notes, evaluating clients' progress, referrals, moving clients into apartments, conducting drug screenings, being on call 24/7 for clients.
- Assists with the reentry application and client on-board and off-boarding processes, making sure it is conducted according to proper protocol, policy and procedure, and that clients are chosen and treated consistent with CJM's mission and values.
- Assists in completing all required forms, agreements, and documentation, and provides copies to clients when appropriate. Maintains proper paper and electronic documentation organized in a case management system.
- Ensures all clients receive reentry program services to fit their individual needs, including regular home visits, daily client check-ins and various support group services, that lead to successful outcomes and transitions for clients.
- Verifies clients receive and attend needed services such as medical, mental and substance abuse treatment.
- Effectively communicates with all program-related stakeholders (POs, case workers, potential clients) about program requirements and benefits to ensure client success.
- Works with clients, landlords, POs, and case workers to provide and maintain safe, clean shelter that respects the client's privacy and is near necessary services and resources.
- Keeps financial and client-centered data that is current and accurate, tracking expenditures, saving receipts, staying within budget and finding ways to lower costs.

- Ensures all clients are appropriately moving through the program, gradually learning how to meet their own needs.
- Works with Reentry Program Coordinator to establish and update appropriate success criteria and metrics, and making sure clients are meeting the criteria.
- Handles client grievances and emergency situations including police, behavioral, media, and community issues in communication with the Reentry Program Coordinator.
- Leads and facilitates necessary support groups to meet the varied needs of clients.
- Represents CJM throughout the community in an appropriate, professional manner.
- Any additional responsibilities and tasks assigned by Reentry Program Coordinator to support the mission.

ADDITIONAL ACCOUNTABILITY

- Reports to the CJM Reentry Program Coordinator
- Follows policies and procedures of CJM and all pertinent legal regulations
- Participates in performance review and accomplishes reentry program objectives
- Ensures expenses are within agency and funders' budgets in a timely manner
- Maintains all relevant program information current in both paper and electronic formats.

KNOWLEDGE & EXPERIENCE WORK REQUIREMENTS

- A bachelor's degree or equivalent in related field is preferred
- Two years' experience in a non-profit, social work or criminal justice setting is preferred
- Ability to use the basics of technology (Microsoft Word, Excel, internet and email, etc.)
- Basic office management skills and is detail oriented and organized
- Ability to effectively work with clients, staff, volunteers, visitors, and outside agencies

SKILL & ATTITUDE REQUIREMENTS

- Has interpersonal relational skills—in person and via phone
- Respects privacy and confidentiality of clients; can build a relationship of trust
- Able to multi-task, to prioritize multiple tasks and meet deadlines
- Sensitive to cultural diversity of clients, staff, and Board
- Understand the Missouri Department of Corrections and United States Probation System

WORKING CONDITIONS & PHYSICAL REQUIREMENTS

- Some work in an office environment but mostly case work in the community, working one-on-one with clients who have various criminal backgrounds.
- Some weekend or evening work may be required to fit client needs, often being on call 24/7
- Able to move easily within three-story office that has no elevator and lift heavy items (moving)
- Must have reliable, personal transportation with valid driver's license