

Mayor's Office for Re-entry of Ex-Offenders

Manager, Reintegration Services

GENERAL DEFINITION

This position entails the supervision of programs designed to help currently incarcerated persons and ex-offenders to gain necessary experience and knowledge needed to reintegrate back into society. Supervision of Case Managers, and Facilitators, and is responsible for conducting intake interviews, and assessments to determine needs, evaluations and referrals for service. This position reports directly to the Deputy Director.

TYPICAL EXAMPLES OF WORK

- Assist in the supervision of a program designed to help ex-offenders to gain necessary experience and knowledge needed to reintegrate back into society.
- Responsible for all required reporting of data and monitoring of the progress of clients
- Work with Deputy Director to develop additional training resources as needed
- Recommend to the Deputy Director policies and procedures to develop and maintain a flexible program meeting the needs of the consumer.
- Prepare reports pertaining to program activities and the results.
- Interaction with other day reporting agencies
- Attend meetings and/or conferences as needed
- Perform related work as required.

REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

- Knowledge of the Philadelphia Prison System
- Ability to express ideas effectively, both orally and in writing.
- Excellent communication skills
- Excellent report writing skills
- Ability to travel as needed
- Must be an effective team player
- Ability to perform other duties as directed by the Director
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Minimum Acceptable Training and Experience

Education

- Master's's degree from an accredited College or University with major course work in Psychology, Counseling, Sociology, Social Work, Criminal Justice, or a related field.

Or

- Bachelor's Degree with four years experience working in a Behavioral Health/Human Service, Social Work or a clinically related field involving the responsibility of monitoring and managing the care of an individual.

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Senior Case Manager

GENERAL DEFINITION

This position shall be responsible for assisting participants in developing social and psychological plans aimed at cultivating new interests, self-confidence, and interpersonal relationship skills to promote a healthier lifestyle. The Senior Case Manager is expected to perform all of the tasks assigned to a Case Manager, including providing comprehensive assessments, individual counseling, facilitating linkages to treatment and other related services. This individual must have the ability to effectively work in a fast paced corporate and community environment. It is necessary to function independently as well as with a team, and also possess a strong dedication to the ex-offender population. The individual must be creative, innovative when it comes to suggesting and initiating consumer delivery strategies that can be implemented into full capacity for the targeted population. The incumbent may be called upon to travel within the community, working with the Cluster Manager as necessary, facilitate meetings, conduct presentations, and provide updates to Deputy Director in report format. This position requires an ability to maintain strict confidentiality. This position will maintain a smaller case load to enable proper supervision.

Typical Examples of Work

- Conduct comprehensive assessments to determine appropriateness of MORE.
- Develop individual relationships with representatives in other agencies to support individuals in utilizing services such as housing, mental health care, obtaining identification, medical resources, financial assistance, legal advocacy, etc.
- Participate in weekly supervision, bi-weekly department meetings, agency wide and other meetings, training and development opportunities as determined appropriate by supervisor, participate in monthly case conferences
- Develop an Individual Service Plan (ISP) with measurable goals and objectives
- Adhere to all client confidentiality requirements and standards

Required Knowledge, Skills and Abilities

Knowledge of:

- Social and physical factors that affect the functional status of clientele
- Community resources to meet social, physical and emotional needs
- Providing proper help that is needed for each client according to his/her explicit need in correlation to the department's policies and procedures.
- Recordkeeping and other clerical procedures needed to effectively monitor the client's progress
- HIPAA standards and regulations as it relates to clientele

Skilled in:

- Effective listening.
- Problem-solving.
- Effective verbal and written communication
- Customer service.
- Computer skills, including Microsoft Word, Excel, and Power Point
- Interviewing clientele during intake/assessment process, as well as the ongoing relationship.

Ability to:

- Effectively supervise Case Managers
- Effectively resolve conflict and cope with crisis situations
- Conduct assessments thoroughly and effectively
- Complete all documentation in an accurate and timely manner
- Identify and coordinate a variety of available services
- Provide supportive counseling and advocacy for clients
- Establish and maintain effective working relationships with service providers
- Independently analyze situations and determine proper course of action
- Understand various cultural and ethnic groups when working with clientele
- Establish and maintain effective relationships with clients
- Maintain records and prepare clear, concise, and complete reports
- Analyze data within reports and interpret accordingly

Minimum Acceptable Training and Experience**Education**

- Master's Degree from an accredited College or University with major course work in Psychology, Counseling, Sociology, Social Work, Criminal Justice, or a related field.

Or

- Bachelor's Degree with four years experience working in a Behavioral Health/Human Service, Social Work or a clinically related field involving the responsibility of monitoring and managing the care of an individual.