



## JOB DESCRIPTION

<b>Job Title:</b>	Senior Case Manager (OMH)	<b>FLSA Classification:</b>	Non-Exempt
<b>Department:</b>	Reentry	<b>Reports To:</b>	Reentry Supervisor
<b>Hours</b>	Full-Time (35 Hours Per Week, Monday-Friday)	<b>Pay</b>	\$27.00 to \$28.00 Per Hour

### Job Summary:

Delphi Rise is launching a new program dedicated to supporting individuals reentering our community after incarceration. We are seeking a passionate, hard-working leader to help bring hope, stability, and opportunity to those we serve. This role is ideal for someone who thrives in a fast-paced, mission-driven environment and is deeply committed to second chances and community-based solutions. The position will work closely with our established DCJS Reentry Program and play a key role in building out this aligned initiative from the ground up.

### Essential Job Duties and Responsibilities: (Additional duties may be assigned)

- Process incoming referrals from probation, courts, and other sources by scheduling appointments, initiating contact through phone calls and written correspondence, and coordinating engagement with referred individuals.
- Provide services to a caseload of 30-35 clients, supporting them in obtaining benefits, employment, treatment, housing, healthcare, identification paperwork and other supports that may be needed.
- Coordinate services between clients and other partnering agencies.
- Maintain accurate and timely client records and case notes including bi-weekly contact with clients.
- Create a Plan of Care for each client. Provide resources and complete referrals for support towards successful completion of goals outline in their Plan of Care.
- Complete the Wellness Wheel and HRSN Assessment as tools to support the creation of the client's Plan of Care.
- Attend and participate in quarterly Monroe County Reentry Task Force Meetings.
- Conduct visits to probation offices, courts, and county jails to engage with and assess potential clients, as appropriate.
- Coordinate and participate in monthly case conference meetings.
- Conduct biweekly case audits to ensure staff caseloads are current, accurate, and in compliance with program requirements.
- Other tasks as assigned by management.

### Supervisory Responsibilities:

The Senior Case Manager will provide direct supervision to the part-time Case Manager and the Peer Advocate including regular one-to-one supervision meetings, performance evaluations, and professional development opportunities.

### Special Requirements:

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*Senior Case Manager*

The grant funding for the position is initially for 1 year and may be extended for up to 4 years by the funder.

**Minimum Qualification Standards:**

- Associate's degree required; bachelor's degree strongly preferred.
- **Minimum of one (1) year of supervisory experience.**
- **Three (3) to five (5) years of experience providing case management services in the fields of mental health, substance use, or criminal justice.**
- Proficiency in computer use and related technology.
- Equivalent combinations of education and relevant work experience will be considered.

**Knowledge, Skills, and Abilities:**

- Able to successfully engage clients, including those who may have serious, persistent mental health issues and criminal justice histories
- Strong organizational skills including the ability to manage multiple projects and details simultaneously
- Some analytical ability to gather and summarize data, find solutions to various administrative problems, and prioritize work
- Strong written and oral communication skills to interact with clients
- Familiarity with resources in the community that meet a wide variety of client needs
- Comfortable working independently while also a strong team player
- Demonstrates cultural humility
- Candidates must possess a valid driver's license and maintain a clean driving record. The position may require occasional driving for meetings, appointments, or representing Delphi Rise in the community

**Equipment, Machines and Software Used:**

This position requires the regular use of a computer/iPad, printer, photocopier, fax machine, telephone, scanner.

Computer Software: Microsoft Office to include Word, Outlook, Excel.

**Mental and Visual Demand:**

Moderate mental and visual attention to perform light administrative work, data entry and/or reading. Requires some judgment in the analysis of facts or conditions regarding individual problems or transactions to determine what action should be taken, within the specifications of standard practice.

**Physical Demand:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position.

While performing the duties of this position, the employee is frequently required to sit, stand, walk, talk, hear, perform repetitive hand motion, push, pull.

The employee is not required to lift or move objects greater than 5 pounds.

**Environmental Conditions:**

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*Senior Case Manager*

The work environment characteristics described here are representative of those that may be encountered while performing the essential functions of this position.

There is no exposure to adverse environmental conditions. Work is performed in a typical office environment with occasional outside travel. Outreach may be required in the community in both indoor and outdoor spaces. Some exposure to weather conditions may occur.

**Disclaimer:**

- All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.
- This job description in no way states or implies that these are the only duties to be performed by the employee(s) occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.
- The company reserves the right to add to or revise an employee's job duties at any time at its sole discretion.
- This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

**Equal Opportunity Employer Statement**

Delphi Rise is an Equal Opportunity Employer. We are committed to creating an inclusive environment for all employees and applicants. All qualified individuals will be considered for employment without regard to race, color, religion, sex, sexual orientation, gender identity or expression, national origin, age, disability, protected veteran status, or any other legally protected characteristic.

**Please contact:** [info@delphirise.org](mailto:info@delphirise.org) for more information or to submit your resume.