

Germantown Life Enrichment Center

JOB DESCRIPTION

Job Title: Full Time Case Manager

FLSA Type: Non-Exempt

Reports to: Full Case Manager

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GENERAL FUNCTION

To develop short and long-term goals for resident that will help Clients maintain a lifestyle free of drugs and alcohol dependency and to make referrals to substance abuse treatment centers and after care services for all residents. Overseeing and conducting room inspections ensure client attendance in life skills class, financial management class, home maintenance, job readiness and employment skills class. Collection of fees, savings, etc. Receipting all collections thru accounting software.

KNOW-HOW

Support Case Management with coordinating the resident's service plan with other service providers using HMIS and DSS care. The ability to obtain useful resources and to connect residents with the proper agencies. Sufficient Computer user exp... (Word, excel) with the ability to set up appointments for case managers to meet with residents, facilitate groups sessions, and know how to hold one on one sessions with residents when necessary. Prior experience with HMIS and DSS is required.

CORE COMPETENCIES

1. Supports the Mission, Vision and Direction of the GERMANTOWN LIFE ENRICHMENT CENTER: Embraces and supports the mission of the GERMANTOWN LIFE ENRICHMENT CENTER; models intended outcomes and the organizational values of respect, responsibility, honesty, and caring; helps others view change as an opportunity to better achieve the GERMANTOWN LIFE ENRICHMENT CENTER mission; uses good analytical skills; takes prudent risks; is innovative and implements new ideas; demonstrates a strong commitment to the GERMANTOWN LIFE ENRICHMENT CENTER; conveys enthusiasm for the GERMANTOWN LIFE ENRICHMENT CENTER and his/her work.

2. Ensures a Quality Experience for Members, Participants, Internal Customers and Other Constituents: Possesses the knowledge and ability to create and deliver outstanding experiences for members, participants, internal customers and others; builds warm and supportive relationships; consistently greets and assists everyone in a positive way; responds to the needs of others; delivers service that exceed expectations; responds to concerns and complaints in a way that makes each person feel valued; initiates action for prompt resolution; identifies and develops better ways to serve and involve members, participants, internal customers and others.

3. Provides Effective Team Leadership: Accepts accountability for self and group; plans well for long-term, knows what needs to be done, and when to ask for help; advocates diversity; develops and recognizes people; ensures that standards, policies, and procedures are met; possesses organizational skills; ensures that deadlines are consistently met; practical, makes good common sense decisions over time; manages GERMANTOWN LIFE ENRICHMENT CENTER resources appropriately and efficiently.

4. Uses Effective Personal Behavior; Communicates Effectively: Is fair, responsive and caring; models integrity; listens actively and genuinely; communicates effectively in a clear and pleasant

manner; is culturally competent; embraces differences among people; gives clear feedback to staff and others, promotes performance improvement; aspires to be and to do the best; possesses self-awareness; is curious and engages in on-going learning.

PRINCIPAL ACTIVITIES

1. Responsibilities include inputting client information into HMIS.
2. Data entry and filing.
3. Reviewing client files for correct documentation with identification verification, current income verification documentation, A/AA meeting slips, Outpatient Treatment verification letters and attendance sheet.
4. Checking resident's files for compliance with service plan and fees/savings on the log sheet located in each resident's folder.
5. Maintaining filing system in alphabetical order.
6. Monitor case loads move in's and move outs and assist the case manager and residential assistant in monitoring client's adherence when on restriction.
7. Set up appointments at the end of the day with evening clients for case manager.
8. Assisting the case management team in ensuring client adherence to their service plan, rules and regulations and assist with identifying potential section 8 clients.

EFFECT ON END RESULTS

This position provides a more effective way to provide services to all residents on an individual basis allowing GYRE to meet the mandate to build men by strengthening their mind, body, and soul which in return will produce a more stable and therapeutic community.

I _____ have read and received a copy of my job description.

Signature

Date

Germantown Life Enrichment Center

JOB DESCRIPTION

Job Title: Welcome Center Representative Part Time

FLSA Type: Non-Exempt Reports to: Welcome Center Coordinator

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GENERAL FUNCTION

Under direct supervision, the incumbent is responsible for assisting individuals with their GLEC memberships. Greet and welcome all constituents of the GLEC and develop relationships that ensure member retention and satisfaction; must also provide accurate information regarding programs, membership options and schedules. Responsibilities include ensuring a positive member experience.

KNOW-HOW

Candidates must have a minimum of 21 years of age with some prior experience in customer service supervision and cash handling. Must have the following skills: excellent communication skills; computer literate; proficient in database management; cash handling experience; must have proper telephone skills; get along with people of diverse backgrounds; ability to remember and communicate a variety of complex programs.

CORE COMPETENCIES

- 1. Supports the Mission, Vision and Direction of the GLEC:* Embraces and supports the mission of the GLEC; models intended outcomes and the organizational values of respect, responsibility, honesty, and caring; helps others view change as an opportunity to better achieve the GLEC mission; uses good analytical skills; takes prudent risks; is innovative and implements new ideas; demonstrates a strong commitment to the GLEC; conveys enthusiasm for the GLEC and his/her work.
- 2. Builds Community:* Demonstrates commitment to the role of volunteerism; facilitates connections between and among constituents, members and participants, and to the GLEC; models effective relationship-building techniques; understands and supports the role of fundraising in achieving the GLEC mission.
- 3. Ensures a Quality Experience for Members, Participants, Internal Customers and Other Constituents:* Possesses the knowledge and ability to create and deliver outstanding experiences for members, participants, internal customers and others; builds warm and supportive relationships; consistently greets and assists everyone in a positive way; responds to the needs of others; delivers service that exceed expectations; responds to concerns and complaints in a way that makes each person feel valued; initiates action for prompt resolution; identifies and develops better ways to serve and involve members, participants, internal customers and others.
- 4. Provides Effective Team Leadership:* Accepts accountability for self and group; plans well for long-term, knows what needs to be done, and when to ask for help; advocates diversity; develops and recognizes people; ensures that standards, policies, and procedures are met; possesses organizational skills; ensures that deadlines are consistently met; practical, makes good common sense decisions over time; manages GLEC resources appropriately and efficiently.
- 5. Uses Effective Personal Behavior; Communicates Effectively:* Is fair, responsive and caring; models integrity; listens actively and genuinely; communicates effectively in a clear and pleasant manner; is culturally competent; embraces differences among people; gives clear feedback to staff and others, promotes performance improvement; aspires to be and to do the best; possesses self-awareness; is curious and engages in on-going learning.

PRINCIPAL ACTIVITIES

1. Report to work on time with a positive, friendly attitude, wearing professional attire and name tag.
2. Greet and welcome all individuals, handle in-coming calls and follow up calls in a friendly manner using prescribed greeting
3. Maintain a friendly rapport with members and create a positive and inclusive environment for all.
4. Scan members' cards and greet incoming members.
5. Monitor and control access to the facility.
6. Under supervision, learn to process membership payments, enrollment, registration, and verify cash, as required. Ensure that all forms are complete and legible.
7. Prior to shift, check all communications and memos for daily updates, check that member communication materials are stocked and work area is neat.
8. Provide detailed, accurate and timely information on schedules, costs, waiting lists, programs and facility.
9. Anticipate member needs and employ effective customer relations techniques to enhance membership and the Y image.
10. Know and enforce established branch policies; ensure that members are aware of policies and procedures.
11. Assist with clerical functions of the Welcome Center: filing, member calls, copying, etc.
12. Assist with implementing members special events: Member Appreciation Day, Member Get A Member, etc.
13. Attend GLEC training programs as directed.
14. Alert supervisor of needed equipment and supplies before there are none.
15. When unable to cover your shift, secure proper coverage, notify supervisor and complete necessary paperwork.
16. Exhibit professional demeanor and body language at all times.
17. Communicate to supervisor any areas that raise concern among the members
18. Attend all necessary trainings such as: CPR & First Aid, Prevention of Child Abuse & Harassment Training, et. al.
19. Other duties as assigned.

EFFECT ON END RESULTS

This position ensures that the membership goals for the Germantown Life Enrichment Center are met or exceeded. Additionally, this position is responsible for insuring that the Welcome Center is recognized for providing extraordinary customer service.

I _____ have read and received a copy of my job description.

Signature

Date