

Long Term Flood Recovery Volunteer Case Manager Job Description

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| Job Title: | Volunteer Case Manager |
| Organization: | NH Disaster Recovery |
| Supervisor's Title: | Coordinator/Case Manager Long Term Recovery Committee |

Job Summary:

The Volunteer Case Manager works over the long-term with disaster survivors to make in-depth assessments in order to determine **disaster-related** needs. Helping the disaster survivor develop a **recovery plan** is the next step in the process. A primary case manager is assigned to each client. The Volunteer Case Manager interviews and verifies information, explores all available resources and options, links client to a wide range of agencies and inter-faith groups that might assist with materials, volunteer labor and/or money. Case closure occurs at the recommendation of the Volunteer Case Manager and Supervisor and determined by the Long-Term Recovery Committee.

Volunteer Case Manager Duties:

- Attend training sessions
- Receive and undertake assignments given by the Case Manager Supervisor
- Prioritize cases and set objectives in consultation with Supervisor.
- Make calls on survivor as soon as possible, keeping in mind safety factors involved in disaster area. Travel in pairs for client interviews outside the office or designated meeting location.
- Help families work through urgent needs first. Knowledge of resources (where to obtain cleaning supplies, fresh water etc.)
- Furnish forms and information to begin recovery. Enable families to take responsibility for their recovery. This work is a partnership with survivors.
- Keep detailed records of every case, contact (via phone, home or other visit), referral or conversation with agencies or other entities in the survivor's behalf.
- Remain in contact with the client until the disaster-related needs are met and/or the case is transferred or closed. (Due to the intensity of the case work, each case manager should have a limited number of cases)
- Relay all information to Case Manager Supervisor at staff meetings/debriefings. Keep detailed records of these meetings.
- Network with other agencies and inter-faith groups. Be knowledgeable of and use available resources.
- Present individual cases to the Long-Term Recovery Committee, as appropriate and requested by Supervisor.
- Respect confidentiality at all times, even at home, in public, in committee meetings and in consultations. Confidentiality agreement must be signed between you and Catholic Community Services.
- Follow-up with Case Manager Supervisor to insure that requests made of them are accomplished.
- As appropriate, follow up with other agencies/inter-faith groups that have made assistance commitments to the case.
- Close or refer case when you have completed case or per Committee/Supervisor recommendation.
- Adhere to Catholic Community Services mission and personnel policies.
- Other relevant case work duties as outlined by Supervisor