



JOB POSTING

Job Title: Disaster Case Manager

Reports to: Case Management Supervisor

Background: On behalf of the Tennessee-Western Kentucky Conference of the United Methodist Church Disaster Recovery Connection (DRC), the Disaster Case Manager (DCM) position works with individuals and families who are recovering from disasters throughout the geographic area under the TWK Conference's guidance.

Disaster Case Management is a time-limited process by which a skilled helper (Disaster Case Manager) partners with a disaster affected individual or family (Client) to plan for and achieve realistic goals for recovery following a disaster. This comprehensive and holistic Disaster Case Management approach to recovery extends beyond providing relief, providing a service, or meeting urgent needs.

Summary of the position: The Disaster Case Manager (DCM) serves as a primary point of contact, assisting the Client in coordinating necessary services and resources to address the Client's complex disaster recovery needs to re-establish normalcy. The Disaster Case Manager relies on the Client to play an active or lead role in their own recovery.

Qualifications and Skills:

- **Training:** Successful completion of disaster recovery case management curriculum offered by TWK staff. Willingness to continue to learn additional best practices for Disaster Case Management as offered by TWK staff.
- **Team mindset:** Ability to be a team player and work collaboratively; has a commitment to build covenant with the Disaster Recovery Connection team.
- **Interpersonal Skills:** Capacity to work collegially and develop rapport with a wide diverse, variety of individuals and leaders.
- **Helping/Customer Service Orientation:** Demonstrate concern for, assist and empower, pair resources with client recovery needs, both internal and external to the conference.
- **Mission Mindset:** Committed to the mission, vision, and values of the TWK Annual Conference; Conduct business in a manner consistent with the mission, values, and policies of TWK Conference of the UMC and UMCOR-United Methodist Committee On Relief.
- **Communication Skills:** Excellent verbal and written communication. Able to speak in a public forum.

- **Organizational Skills:** High ability to prioritize tasks and processes. Ability to plan, develop, and coordinate multiple tasks and projects
- **Time Management Skills:** Effective and efficient use of time, talent, and resources. Self-motivated to work flexible hours as Client needs require. Timely reporting of work hours case log.
- **Computer Savvy:** Proficient in the use of computers, including Microsoft Office. Working knowledge of databases and ability to quickly learn Google documents. Able to work remotely through virtual meeting applications.
- **Dependability:** Able to meet deadlines and be reliable. Have a valid driver's license and vehicle to be able to drive long distances throughout the service area as needed for meetings.
- **Maintain confidences:** Commitment to complete confidentiality and high degree of integrity. Able to maintain high standards for protecting client information, sharing confidential information only as agreed upon by the client and as evidenced by a signed release.

Education and Experience Requirements:

- High school diploma or GED equivalent required with at least three year's work experience in a similar setting. Experience requirement can be substituted for college degree in a relevant field of study.

Work Schedule, Number of Hours, & Compensation:

- Full-time, temporary* for up to 90 days.
- \$19.12/hr
- Upon satisfactory completion of this period, and if the longevity of disaster recovery project needs remain, an offer for full employment status may be extended.
- Must be able to work remotely with some area travel and team meetings.

Primary Duties/Essential Functions:

1. Perform outreach to identify vulnerable persons in need of services and referrals.
2. Screen applicants promptly and responsively to identify urgency of need and direct individuals to appropriate services, providing accurate and timely information and referral.
3. Conduct comprehensive, individualized, strengths-based and culturally responsive assessments of each client's disaster recovery needs and available resources.
4. Engage each client to cooperatively participate in the development, implementation, and ongoing review of an individualized disaster recovery plan
5. Empower the disaster survivor to effectively access the resources available in accordance with the sequence of assistance for disaster recovery.
6. Provide, refer, or otherwise arrange for individuals and families to receive needed services and resources identified in the recovery plan through the following actions:

- assist in the restoration of pre-disaster social service benefits for appropriate survivors;
 - verify unmet needs by obtaining records and/or contacting vendors;
 - network with other organizations to guide client through sequence of delivery without duplication of benefits or services
 - advocate with and for clients by activities including but not limited to:
 - preparing for and making case presentations on behalf of client;
 - actively participate in long term recovery partner relationships; and
 - providing support and advocacy with governmental and non-governmental agencies and organizations when necessary
7. Monitor client progress toward recovery goals.
 8. Document, using standardized forms, and enter relevant information into the client registry data management tool in a timely manner.
 9. Provide continuity of client services through case transfer or case closure.
 10. Respond to supervisory directives in a timely manner.

Physical Requirements:

While performing the duties of this job, the employee will be in a remote work environment. The person in this position needs to occasionally move about inside the office to access file cabinets, office machinery, etc. The person in this position frequently communicates with the public, supervisor, and other co-workers on questions about client needs, community resources, and possible advocacy issues. Must be able to remain in a stationary position 50% of the time. Employee must occasionally lift or move office supplies or other items weighing up to 25 pounds. Travel will be required occasionally to meet with clients, community agencies, or other conference staff throughout Middle or West Tennessee and Western Kentucky.

Stipulations:

- This is a temporary position for up to 90 days.
- Upon satisfactory completion of this period, and if the longevity of disaster recovery project needs remain, an offer for full employment status may be extended.
- Have a valid driver's license and vehicle to be able to drive long distances throughout the service area as needed for meetings.
- Temporary positions are not eligible for conference health plan and pension benefits.
- Mobile office equipment, supplies, and cellular phone allowance will be provided.
- No unemployment benefits are available to conference employees, based TCA rules.

Contact Information and Procedure:

Qualified applicants, please send a letter of interest and resume to careers@twkumc.org and specify that you are applying for **Disaster Case Manager** position. Job offer is contingent upon successful completion of training and background check. Deadline to apply is on or before Friday, April 1st, 2022.