

# **JOB DESCRIPTION**

**POSITION TITLE:** **Disaster Case Manager**  
**DEPARTMENT:** **Catholic Charities**  
**REPORTS TO:** **Office Director**  
**FLSA:** **Non-Exempt**

**POSITION SUMMARY:** Works directly with individuals and families affected by a natural disaster, providing comprehensive case management support by assessing their needs, connecting them to available resources, and guiding them through the recovery process, and acting as a primary point of contact to ensure they receive necessary assistance to re-establish normalcy after the disaster.

## **ESSENTIAL FUNCTIONS:**

1. Conducts intake interviews and assesses needs of program participants; provides advocacy support and liaison to community social services agencies; advises program participants or makes referrals as appropriate.
2. Connects individuals with appropriate recovery programs, services, and community organizations based on their assessed needs, such as FEMA assistance, housing grants, food banks, and mental health support.
3. Verifies eligibility for various disaster relief programs and assist with application processes.
4. Works closely with other disaster response organizations, government agencies, and community partners to ensure coordinated service delivery.
5. Provides on-going case coordination; develops case plans and case financial plans; as appropriate, conducts home visits to address participant well-being; as assigned, supervises the work of others to ensure the provision of services.
6. Completes reports for all required entities; as assigned, prepares and maintains statistical records and required documentation; maintains and keeps current all program participants' records.
7. Maintains working relationships with staff and other diocesan and external resources to coordinate services and provide advocacy as needed.
8. Develops and facilitates collaborations with schools, parishes, community networks, and other partners.
9. Participates in agency trainings, staff meetings, and events.
10. As assigned, represents the assigned program and the Agency in the community; responds to inquiries and makes presentations regarding Agency services.
11. Participates in the Agency's Strategic Planning and Quality Improvement processes.
12. Develops and coordinates enrichment opportunities and/or events for program participants.

## **OTHER RESPONSIBILITIES:**

1. Participates in staff meetings, staff training and development activities.
2. Prepares and maintains a reference manual for the assigned position.
3. Performs other duties as required.

## **EDUCATION, EXPERIENCE AND SKILLS REQUIRED:**

1. Bachelor's Degree from an accredited college or university preferred; additional experience beyond the required may be accepted in lieu of a college degree.
2. Must have intermediate computer and technology skills.
3. Skill required to: participate in program planning and organization; work and communicate effectively with staff, volunteers, clientele, and the public; promote Agency programs and provide public relations; participate in peer review; and prepare correspondence, records and reports.
4. Position requires fluency in the English language (reading, writing and speaking). Proficiency in Spanish may be required.

**WORKING ENVIRONMENT:** Responsibilities of the Disaster Case Manager involve travel and work beyond the regularly scheduled workday.

**COMPENSATION:** This is a non-exempt Full-time, temporary position. Salary and benefits package offered.

Effective: 11/20/2024