



Baltimore-Washington Conference

The United Methodist Church

DISCIPLESHIP MINISTRIES

WWW.BWCUMC.ORG

TEL. 410-309-3400 | 800-492-2525

Disaster Case Manager

Contractual – 100% grant funded, Up to 30 hours/week

Supervisor: Disaster Recovery Director

Position Summary

The Disaster Case Manager serves as a survivor's primary point of contact, assisting individuals in coordinating necessary services and resources to address the individual's complex disaster recovery needs to reestablish normalcy. The Disaster Case Manager partners with a disaster affected individual to plan for and achieve realistic goals for recovery.

Essential Functions

- Conduct comprehensive, individualized strengths-based and culturally responsive assessments of each client's disaster recovery needs and available resources.
- Organize and coordinate information on available resources that match the disaster recovery unmet needs.
- Perform outreach to identify vulnerable people in need of services and referrals.
- Screen applicants promptly and responsively to identify urgency of need.
- Perform transfer via phone, email and/or in person, linking survivors to resources for urgent needs.
- Engage each client to cooperatively participate in the development, implementation, and on-going review of their individualized disaster recovery plan.
- Provide information to the disaster survivor so that they can effectively access the resources available in accordance with the sequence of assistance for disaster recovery.
- 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 qualified individuals.
 - Verify unmet needs by obtaining records and/or contacting vendors.
 - Network with other organizations to guide clients 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 participating in long-term recovery groups where such exists.
- Monitor client progress toward recovery goals.
- Document using standardized forms and enter relevant information into the case management system or client tracker in a timely manner.
- Provide continuity of client services through case transfer or case closure.

Organization Responsibilities

- Participate in appropriate staff and team meetings

11711 EAST MARKET PLACE, FULTON, MD 20759-2594

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Core Competencies

- Committed to continuously grow in intercultural competence
- Build and maintain relationships that are rooted in honesty, integrity and honor confidentiality
- Work cooperatively with others to produce innovative solutions.
- Communicate clearly and accurately, in writing and orally, with unifying messages that motivate people to action
- Attend to details and deadlines
- Inspire and influence people to achieve challenging goals and positive results
- Develop innovative solutions, brainstorm ideas and see from various perspectives
- Adapt to an ever-changing work environment so that tasks are carried out seamlessly
- Ability to maintain ethical conduct in accordance with organizational policy.
- Ability to maintain high standards for protecting client information, sharing confidential information (including but not limited to financial and personal information) only as agreed upon by the client and as evidenced by a signed release form.
- Ability to work calmly and to effectively resolve conflicts in sensitive situations; ability to work collaboratively with others.
- Demonstration of strong interpersonal skills, such as
 - Genuine care and respect for individuals, families and communities served
 - Effective listening and interviewing skills
 - Cultural and linguistic competence relative to the population served
 - Ability to document or to access an alternative method for documenting in the client's record
 - Ability to recognize and draw upon client strengths
 - Sensitivity to the needs of individuals and families in crisis
- Awareness of the impact of the disaster on the community, the family, and the individual
- Interest in exploring options with clients, with respect to their autonomy
- Ability to maintain appropriate service boundaries
- Organization and preparation for reports, meetings, briefings, and conversations with clients, staff, and external partners.

Qualification

- Competent and skilled in Microsoft Office Suite and Adobe Acrobat.
- A valid driver's license and vehicle. Ability to drive long distances within the entire service area.
- Ability to work without close supervision on assigned duties and be willing to seek and accept supervision as needed.

Travel

This position is remote and requires some evening and weekend responsibilities.

How to Apply

Interested candidates should send a cover letter and resume to Thea Becton – tbecton@bwcumc.org

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