Summer Storms 2023, Eastern PA
Volunteer Disaster Case Manager Job Description

Position Summary: Provide full range of casework/management services including but not limited to identifying survivors' needs, making connections to resources, and working within the protocols of participating PAVOAD (Pennsylvania Voluntary Organizations Active in Disaster) agencies and community partners collaborating for survivor recovery.

The Case Manager shall adhere to the NVOAD Disaster Case Management Points of Consensus (https://www.nvoad.org/wp-content/uploads/DCM-POC-Final.pdf) for the process of Case Management, which includes Outreach/Screening, Intake/Engagement, Assessment, Recovery Planning, Action and Advocacy, Monitoring, and Closure.

Essential Functions:

- Help disaster survivors develop and execute a Recovery Plan by jointly reviewing the assistance they have received, identifying any unmet urgent needs, and determining possible sources for gaps in resources
- Work with survivors to facilitate accomplishment of goals, especially related to making homes safe, sanitary and secure, for example this would include things like heat, hot water, and mold removal and repair, replacing of trailer skirting, replacing of insulation, etc.
- Support survivors in making applications to available resources.
- Present individual cases to the PAVOAD partners/unmet needs roundtables if/when appropriate
- Develop and maintain a network of community –based contacts to facilitate referral to resources (with support of recovery team)
- Communicate with survivors one to one via phone, zoom, or occasionally in person.
- Attend meetings, especially in regard to case presentation
- Must speak English, Spanish fluency is definitely a plus

Scope of Work and Tools Available:

- Store records so that information is secure and kept confidential.
- Average time: minimum 10 hours per week, maximum 25 hours per week
- Oversight and support from Lutheran Congregational Services', Lutheran Disaster Response Program
- Position is grant funded