

Job Description

Job Title: Intake Specialist/Case Manager

Reports To: VP of Programs

FLSA Status: Exempt

Prepared By/Date:

Department: Rehabilitation

Location: Sunrise, FL

Approved By/Date:

Summary: Provides case management to adult Lighthouse clients who are blind or visually impaired.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Conduct intakes for new clients working with the client and family members when appropriate.

Answers and returns referral calls from potential clients, family members, and community partners.

Determine appropriate location for vision rehabilitation training (center-based or outreach) and refer to appropriate case manager.

Assess and evaluate active clients and review their individualized training program throughout their participation in Lighthouse programs.

Participate in staff meetings and coordinate services so that clients achieve their individualized goals consistent with the mission of the Lighthouse of Broward.

Identify barriers to a client's attaining goals and work with staff and other resources to remove those barriers.

Write case notes and reports according to schedule of funders or agency programs.

Make appropriate referrals to other organizations and agencies.

Teach group support classes as needed.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

A minimum Bachelor's Degree in Social Work, Mental Health, Rehabilitation Counseling or similarly related helping profession is required, with the ability and training to provide coordination, supervisory and administrative services. A minimum of two years successful experience in rehabilitation of blind persons or other social service preferred.

Language Ability:

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Math Ability:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Reasoning Ability:

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Computer Skills:

To perform this job successfully, an individual should have knowledge of basic Microsoft Word and Excel and email/Internet software and know or learn Lighthouse client database and the Division of Blind Services client database (AWARE).

Certificates and Licenses:

No certifications needed

Supervisory Responsibilities:

This job has no supervisory responsibilities.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This is not a remote position.

The noise level in the work environment is usually moderate.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must frequently lift and/or move up to 10 pounds. No specific vision abilities are required by this job. While performing the duties of this job, the employee is regularly required to sit, use hands to finger, handle, or feel, reach with hands and arms and talk or hear and to travel within the Lighthouse facility. The employee is occasionally required to travel off-site to other agencies.

Competency:

To perform the job successfully, an individual should demonstrate the following competencies: Technical Skills - Strives to continuously build knowledge and skills. Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Responds to requests for service and assistance. Interpersonal - Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things. Oral Communication - Listens and gets clarification; Responds well to questions. Team Work - Balances team and individual responsibilities; Gives and welcomes feedback; Supports everyone's efforts to succeed. Written Communication - Writes clearly and informatively; Able to

read and interpret written information. Ethics - Treats people with respect; Works with integrity and ethically. Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time. Adaptability - Adapts to changes in the work environment; Able to deal with frequent change, delays, or unexpected events. Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time. Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan. Initiative - Asks for and offers help when needed. Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently. Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Signature: _____

Date: _____