

# Designed For Joy Care Manager

Designed For Joy, a faith based 501c3 nonprofit organization, providing women in crisis with stability through immediate employment and support, is looking to hire a Care Manager. Designed For Joy was established in 2017, since then, our employment programs have provided more than 38,500 hours and over \$640,000 in living wages paid directly to 170 of the most vulnerable women in our community. Strong leadership, leadership with lived experiences, and a large network of community and volunteer partners have been the key to our success. Revenue has continually increased with a high of \$1,200,000 in 2023.

## OVERVIEW:

The Care Manager's primary focus is to address the specialized case management needs of our clients. The Care Manager works in coordination with partner agencies to address the broad array of client needs through referral to providers of necessary services, and in providing assistance with benefit and identification assistance. The Care Manager acts primarily as a care coordinator and client case manager, and may perform duties that include outreach, prevention and risk reduction, crisis intervention, health education, referral for substance abuse and mental health counseling, and benefits counseling..

## RESPONSIBILITIES:

### Program Implementation

- Assist clients with obtaining resources, care plan development and mentoring, benefit applications, and supportive and subsidized housing paperwork.
- Advocate for clients wellness and autonomy.
- Contribute to the development of program materials, curriculum, and resources.

### Case Management

- Provide case management services such as assessment, planning, advocacy, monitoring and evaluation that is comprehensive, culturally-competent, trauma-informed, and meets the needs of the victim/survivor.
- Complete documentation as required by our program guidelines, funding entities, courts, and referral sources.
- Provide trauma informed individual (and/or group) counseling to address emotional, behavioral, and psychological concerns.
- Provide and coordinate information regarding immediate health safety needs, mental health assistance and any clinical services as needed.
- Create care plans for clients with short, medium, and long-term goals and the steps to achieve those goals. Ability to follow up consistently and hold clients accountable.
- Facilitate workshops emphasizing coping strategies, problem-solving skills, and stress management techniques.
- Advocate for clients with local agencies and service providers to minimize barriers to clients receiving needed services.
- Provide resources and case management for designated time after the program.
- Implement strategies to manage stress and maintain emotional resilience.



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## Outreach and Relationship Management

- Network with other agencies, coalitions, and local community meetings
- Attend community events to provide information regarding resources and service opportunities
- Actively participate in staff meetings and trainings

### COMPETENCIES:

Empathy, ability to listen, dependability, trauma informed communication, cultural awareness, and critical thinking.

**Social Justice Advocate:** The Care Manager should have a deep understanding and experience in addressing social justice issues that disproportionately affect our women, including human trafficking, homelessness, substance use, immigrant and refugee needs, LGBTQ+ inclusion, generational poverty, and other forms of systemic injustice.

**Client-Centered Leadership:** This leader will proactively exhaust resources and opportunities that improve the lives of our women, acting as their unwavering advocate.

**Team Builder & Trust Builder:** This individual must possess strong team-building skills, capable of fostering trust and collaboration across all levels of the organization, from board members to staff (artisans to leaders).

**Motivational Leader:** The Care Manager must possess great passion for our women and mission, paired with charisma that motivates clients. This leader should inspire confidence and optimism while driving the client forward.

**Radical Hospitality:** We need a Care Manager who practices radical hospitality, inspires big dreams, and fosters a welcoming, safe environment for all. Their enthusiasm and humility in their approach should set the tone for the entire organization.

**Conflict Resolution & Mediation Skills:** The Care Manager must be comfortable and confident in managing conflict and regulating client emotions. This includes navigating sensitive situations with clients, staff and volunteers, and ensuring all parties feel heard and respected in the process.

### ESSENTIAL DUTIES AND FUNCTIONS:

- Computer and systems skills including Google Suite & Microsoft Word.
- Ability to build effective professional working relationships internally and externally.
- Effective communication skills, both oral and written; attention to detail, and ability to multi-task and stay organized under tight deadlines.
- Presents themselves outside the agency in a manner in keeping with Designed For Joy's core values.
- Ability to protect the confidentiality of sensitive information.



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- Advanced interpersonal, oral, and written communication skills, ability to meet deadlines, and work independently.
- Ability to comprehend and process information rapidly and accurately.
- Strong presentation skills and ability to influence effortlessly
- Skills in effectively organizing work, files, records, etc., to maintain efficient workflow.
- General knowledge of standard office practices and office equipment.
- Ability to work effectively in a team, sharing tasks as necessary, both as a team leader and as a team member.
- Ability to solve daily problems by analyzing situations, determining next steps and implementation.
- Commitment to vulnerable individuals and families.
- Demonstrate a solid understanding of child welfare issues to include trauma-informed care best practices and its implementation as well as cultural competency.
- Comprehensive understanding and experience in providing direct care and coordinated services to trauma victims.
- Availability to work flexible hours and days based on needs of the victims/survivors, ability to provide on-call services with team members for 24/7 and 365 days a year and provide crisis intervention and ongoing support of individuals identified in the region.
- Excellent written and oral communication skills.
- Ability to solve complex, practical problems and effectively deal with complex variables in situations where limited standardization exists.
- The Care Manager may be required to travel locally for client meetings.

**REQUIRED QUALIFICATIONS:**

Strong local (Raleigh, NC) knowledge base of resources and services for women in crisis.

**PREFERRED QUALIFICATIONS:**

Faith-Driven Ministry Leader: We seek a confident leader rooted in their faith and committed to spreading the gospel of Jesus.

**PHYSICAL REQUIREMENTS:**

The ability to lift up to 30 pounds (boxes, documents, and/or equipment). While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to use hands to finger, handle, or feel. The employee is occasionally required to walk and reach with hands and arms. Specific vision abilities required by this job include close vision. This job requires the ability to work in stressful conditions from time to time and remain focused for extended periods of time.

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. Job functions are performed in both normal office/studio environments and in the community. These physical requirements are not exhaustive. Corrective devices may be used to meet these physical requirements. Employees are not exposed to adverse environmental conditions.



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## Job Benefits:

At Designed For Joy, we value our employees and cultivate an atmosphere of inclusivity, diversity, and creativity. We value transparency and communication among all staff and strive to foster a community where we connect, have fun and learn together. We encourage professional development and opportunities for growth. Designed For Joy is committed and active in the communities we serve and offer opportunities to connect and volunteer.

Reports To: Program Development Manager

Salary: **\$47,000**/annually

Full Time: **40 hrs**/week M-F

Generous time off, 5 weeks of paid time off and Holiday policies



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