

Water Street Ministries Job Description Director of Access and Case Management

Summary:

The Director of Access and Case Management is responsible for the operation of the Case Management Unit, and the Access Center. The Director will work with case managers on how to serve guests through the intake, assessment, and treatment planning/contracting process. This will aid guests as they progress through a personal plan for renewal. The Director will also supervise the Access Center which will be a single point of access for the campus. He/She will create an atmosphere that is welcoming and shows guests that they are valued.

FLSA: Full-Time, Exempt

Director of Access and Case Management must be:

1. Willing to sign the Water Street Ministries' Statement of Faith
2. A current and active member and/or regular attendee of a local church.
3. Able to fully support the Water Street Ministries' core values and ministry philosophy.

Essential Duties:

- Minister to guests, reflecting God's love for each individual, through a non-judgmental, grace filled relationship
- Create a front end environment where individuals witness the love of Christ
- Direct the operation of the Access Center insuring outstanding customer service through supervision of the manager
- Manage the assessment and case management process ensuring all clients receive services in a timely fashion
- Provide supervision to Case Management team, signing off on all Action Plans and assessments
- Provide spiritual leadership to the entire Access Center team
- Assists the VP of Programs with strategic planning and visioning
- Attends cross-functional meetings to assist with planning and development process
- Attends outside community meetings as needed
- Meets with clients to create their personal plan for renewal and spiritual direction
- Support volunteers to assist with programs and services providing mentoring and leadership to volunteers
- Maintain accurate client information including reporting, and data management
- Participate in treatment planning meetings
- Performs all other duties as assigned

Education/ Experience:

A minimum of 10 years of experience in a Human Services setting; 5 years of supervisory experience. A bachelor's degree in human services, or related field, master's degree strongly preferred. Clinical license preferred. Competency in Microsoft Office products, computer data processing and email is essential. A valid PA driver's license is required. Agreement with the philosophy of Water Street Ministries.

Supervised by: Vice-President of Programs

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 position. While performing the essential functions of this job the employee is regularly required to stand, walk, or sit and use hands to finger, handle, or feel, and is occasionally required to lift and/or move up to 30 pounds. Will require weekend and evening availability.

**Water Street Ministries Job Description
Director of Access and Case Management**

Christian Life: As an employee of Water Street Rescue Mission you are an important member of a Christian Missionary organization. All staff members are Christian missionaries and are required from time to time to participate in chapel services, outreach ministries, or counseling sessions. Because of the nature of these types of ministries it is an absolute necessity that you possess and maintain a testimony or lifestyle that is above reproach. What you do on your own time may seriously affect your ability to perform these types of ministries, which are an important part of your job.