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Sankofa Safe Child Initiative

"Looking Back to go Forward"

4041 W. Roosevelt Road; Chicago, Illinois 60624

Phone: 773-542-9900 Fax: 773-542-9790 Email: wsafechild@sbcglobal.net

24-Hour Helpline: 1-844-669-5049 www.sankofasafechildinitiative.org

JOB DESCRIPTION

Position Title: Case Manager

Report To: Executive Director

We are looking for an emotionally intelligent Social Worker to act as an advocate and help people foster their capacities and coping mechanisms in order to improve and better their daily lives and experiences. As us I think specified standards and timescale.

Basic Functions: Under general supervision, performs routine duties:

- Respond to inquiries from the Community Outreach Specialists, Grandparent Advocate, Helpline, DCFS and our Village Partners.
- Documentation of staff services, requests and complaints requiring the development of specific service plans.
- Assist in gathering, reviewing and analyzing case specific data that affects DCFS.
- Assist in assessing related needs and problems of families and work with the External Affairs Department to determine the type of intervention needed to address case issues.
- Work with the court

Responsibilities: Plan coordinate manager are implement support packages to help clients deal with difficulties.

- Interview clients and assess their current conditions needs strengths and weakness.
- Promote and train community residents and DCFS clients on the impact of program initiatives, policies & procedures and develop linkages to resources.
- Providers and village partners when appropriate.
- Assist in ensuring that timely and appropriate follow up occurs regarding presenting case problems and issues. Address each case as a unit and set tailored measurable goals.
- Maintain files of case inquiry regarding service delivery and assistance provided.
- Monitor and evaluate clients progress and modify treatment plans accordingly.
- Attend Meetings in which community residents relate unfulfilled social service needs and develop documentation that will help Sankofa Safe Child make decisions regarding needed outcome-based follow up.
- Maintain accurate records and report on Clients Status.
- Attend Case conference and provide evidence in court.
- Refer Clients to community services to help them.

Qualifications:

- BS, MSW, MA or related degree and 1-2 years of experience in social service or community development.
- Meaningful work experience that contributes to the development of the following knowledge, skills and abilities:
 - A. Knowledge of community conditions
 - B. Ability to communicate ideas in written and oral form

- C. Ability to work collaboratively with community residents and establish and maintain rapport.
- D. Social perceptiveness and empathy.
- E. Ability to build and maintain professional helping relationships.
- F. Ability to relate and communicate with diverse population and groups.
- G. Resilience along with ability to access situation.
- H. Willing to submit to back ground check.
- I. Willing to train and be trained.