

# Maui Economic Opportunity, Inc.

## Job Description

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**Job Title:** BEST Case Manager Specialist III  
**Department:** Community Services  
**Reports To:** Community Services Assistant Director  
**FLSA Status:** Nonexempt  
**Prepared Date:** December 2002  
**Updated Date:** July 2022  
**Pay Grade:** S14

### **SUMMARY:**

Coordinates, facilitates, leads and supports BEST program and activities. Provides case management support services, and develops, maintains and implements Individual Service Plans (ISP) for currently and previously incarcerated males and females and/or paroled individuals. This position directly supervises the BEST Case Managers and will assist as needed with Community Service programs. This position regularly works with Maui Community Correctional Center, and the Community Services department across lines of specialty, as well as with the MEO CS Director, Assistant Director, MEO CEO, COO, CHRO and CFO and other organizations to ensure that the Community Services department is running efficiently and effectively.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Ensures BEST program objectives and outcomes are achieved, and client satisfaction is met or exceeded. Ensures BEST community service objectives are completed in a timely manner and within funding limitations.
- Evaluate program goals and objectives to ensure BEST outcomes are achieved.
- Conducts outreach within the prison to identify and enroll eligible clients.
  - Interviews clients to determine the nature/degree of potential challenges and strengths.
  - Secures information such as criminal, medical, psychological, and social factors contributing to client's situation, and evaluates these and client's capacities.
  - Obtains supplementary information such as employment, training and /or education.
- Assesses information collected in interviews and on intake/assessment forms and determines the need for referrals, services, and assistance.
  - Determines clients' eligibility to participate in various programs.
  - Receives and disseminates information of interest and/or importance to client.
- Assists clients in obtaining services by aiding in the completion of application forms and following through on the application and referral process. Makes client referrals:
  - To appropriate government or community resources and other organizations.
  - Makes mental health and substance abuse treatment referrals as necessary.
  - Follows up with client and resources to ensure that referrals made were appropriate and met the client's needs.
- Provides or secures client support services such transportation, rental, medical, educational, employment, housing, childcare, counseling, income maintenance, and food.
- Recruits potential employers to act as host employers by phone or in-person.
  - Posts job listings on Job Posting board and makes available to all clients.
  - Assists clients with obtaining documents for employment processing.
  - Obtains unsubsidized employment, and facilitates and provides support as needed.
  - Assists with the coordination and execution of On the Job Training contracts with prospective employers.
- Makes regular contact with client through scheduled visits and telephone calls.

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- Sets up and maintains individual case records, and accesses and records client and community resource information.
- Reviews, maintains and monitors case record documentation.
- Inputs information in a database.
- Assists program staff with various administrative duties to support the program.
- Compiles records and prepares reports as assigned.
- Attends various meetings as assigned.
  
- Community Outreach:
  - May serve as a liaison between the client, community and government agencies.
  - Participate in public relations and advocacy activities, and in community organizations and represents or assigns program staff to attend community meetings as needed.
  - Identify community and program needs, and makes recommendations.
  
- Human Relations Management:
  - Work with the CS management team and the human resource team to ensure proper and consistent handling of all personnel matters. This includes staff recruitment, retention, training/development, benefits, coaching/corrective actions, investigations, union interactions, clearances, and reporting.
  - Coordinate and/or ongoing training in all areas.
  - Active management of team members to ensure engaged team members.
  
- Communications:
  - Keep the Community Services management team informed on all issues that affect Community Services and the agency in a timely manner, coordinating with the Director and Assistant Director of Community Services as needed to ensure smooth operations.
  - Conduct regular staff meetings for information sharing and problem resolution.
  - Active participation in general MEO meetings.
  - Maintains confidentiality at all times.
  
- Safety:
  - Actively promotes a high level of safety for Community Services, adhering to/supporting all safety policies and programs for staff and clients, and assisting with creating additional safety processes if needed.
  
- Operates a company vehicle for company business.
- Regular attendance.

### **NONESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Performs other duties as assigned.

### **SUPERVISORY RESPONSIBILITIES:**

- One full-time BEST Case Manager.

### **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.

- Working knowledge of case management and ISP development and implementation.

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- Working knowledge of interviewing techniques and public relations.
- Working knowledge of the causes and effects of incarceration.
- Working knowledge private nonprofit social services and available community resources.
- Working knowledge of community history, traditions and beliefs.
- Ability to work successfully with incarcerated and/or paroled individuals
- Understanding and knowledge of the Hawaii Correctional system.
- Understands and relates to diverse cultural backgrounds and various social and economical levels.
- Excellent interpersonal skills, which includes, written, verbal and listening.
- Ability to establish working relationships with appropriate community agencies.
- Cooperative team player and a desire to help others.
- Knowledge and application of proper telephone etiquette.
- Organized, detail and tasks oriented.
- Ability to manage many projects at a given time, meet deadlines and prioritize workload.
- Working knowledge of basic computer applications including desktop applications and data entry.
- Basic typing skills and the ability to use standard office machines.
- Must provide and maintain a clean traffic abstract and a valid driver's license.
- Ability to pass a Department of Transportation (DOT) physical, and comply with the provisions of MEO's Substance Abuse Policy
- Ability to work varied shifts, which may occasionally include nights and weekends.
- Ability to travel off-island on occasion.

### **EDUCATION and/or EXPERIENCE:**

- Bachelor's degree in Criminal Justice or a related field and case management experience; or equivalent combination of education and experience.

### **LANGUAGE SKILLS:**

- Ability to read and interpret documents such as individual service plans, contracts and grants.
- Ability to write individual service plans, reports and correspondence.
- Ability to speak effectively before groups of clients, co-workers and community resources.

### **MATHEMATICAL SKILLS:**

- Ability to add, subtract, multiply, and divide in all units of measure.

### **REASONING ABILITY:**

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to interact, relate and have compassion for persons with mental and/or physical disabilities.
- Ability and desire to help those less fortunate.

### **CERTIFICATES, LICENSES, REGISTRATIONS:**

- Valid driver's license and access to an insured vehicle.

### **PHYSICAL DEMANDS:**

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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 of the job. While performing the duties of this job, the employee is:

- Frequently required to sit; use hands to finger, handle, or feel; and talk or hear.
- Occasionally required to stand, walk, and reach with hands and arms.
- Regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

### **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 of the job. While performing the duties of this job, the employee is:

- Occasionally exposed to moving mechanical parts, fumes or airborne particles, outside weather conditions, and vibration.
- The noise level in the work environment is usually moderate.