Case Management Specialist
Job Announcement

Reconcile New Orleans, Inc. (RNO) (Cafe Reconcile), a pillar of the community since 2000, offers delicious New Orleans cuisine, a family-friendly environment, and an opportunity for New Orleans’ youth to shine. Our innovative life skills and job-training program serves young people aged 16–24 who desire to connect to employment and education. Over the course of our program, interns are inspired to sharpen the skills they already possess and to follow their dreams through Reconcile support to overcome personal barriers.

The Case Management Specialist (CMS) will coordinate care to program participants of the Reconcile training program. The CMS will assess program participant’s needs when entering the program, recommend support and resources based on those needs, and follow up with program participants throughout the training program to ensure those needs have been addressed. It is the responsibility of the CMS to help program participants make the best use of available opportunities and resources to fully develop each program participant’s individual potential and help them find success in the workplace. The CMS consistently maintains the highest level of professional ethics and confidentiality.

This is a full time position Monday through Friday. The Case Management Specialist should also be available and willing to address any scheduling, transportation, or other program related issues concerning the interns during evening hours and/or weekends when applicable.

Required Qualifications

Admissions/Assessment:
- General coordination of care that includes initial and/or ongoing biopsychosocial assessment of interns, overall case planning, utilizing resources, and developing intern wrap around services plans

Counseling, case management, and supportive services:
- Facilitate referrals for counseling and case management services outside of organization.
- Develop treatment plans and coordinate continual care with service partners
- Provide brief behavioral interventions using evidence-based techniques such as behavioral activation, problem solving treatment, motivational interviewing, trauma informed care, crisis intervention or other treatments as appropriate.
• Maintain and establish relationships with community partners for wrap around supportive services for basic needs such as housing, food security, diaper donations, toiletries etc.
• Support foundational skills sessions and help to maintain partnerships through the city who facilitate life skills classes and provide services to participants
• Maintain confidential files for each intern participant
• Maintain and interpret statistical data to include electronic case management data entry and program outcomes on all interns
• Work as a part of an interagency team to maintain and improve the shared data collection tool
• Create reports of all program outcomes and general programming data in relation to all services provided, published annually into a program report

Organization/Team Cohesion:
• Actively participate in team meetings
• Practice effective communication with all staff and interns
• Responsibilities also include performing tasks that support and contribute to the program team with other duties as assigned

Education and Experience:
• A Master’s degree in Social Work (or equivalent experience)
• LCSW preferred, will consider LMSW working toward LCSW
• Strong computer skills and data implementation experience
• Ability to work independently as well as within a team environment.
• Flexible and able to go with the flow and meet the needs of youth
• Ability to meet and beat deadlines
• Eagerness around personal professional development and working in and supporting an environment where a Culture of Continuous Improvement is a priority.
• Deep understanding of local community resources and the ability to find and build relationships with new partners.
• Comfort and experience in creating and implementing policies and procedures to strengthen program/quality of service to youth.
• Ability to communicate effectively orally and in writing.

Salary is commensurate with qualifications and experience. RNO offers an excellent benefit package. RNO is an equal opportunity employer. Interested applicants should send a cover letter and resume to:

Onassis Jones
Reconcile New Orleans
ojones@cafereconcile.org.