



More than a Chance, A Change

Case Manager Position Nashville, TN

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ABOUT DISMAS HOUSE

Dismas House is a residential reentry program for men returning to the community from state and private prisons and county jails in Tennessee. Dismas House has 72 beds and can serve over 175 residents a year. The Dismas House program, which is holistic and individualized, helps residents navigate the challenging transition back to the community and overcome the many barriers to reentry. As the premier reentry program provider in Tennessee, it is our mission that residents become self-sufficient, contributing members of the community.

To learn more about Dismas House, please visit www.dismas.org.

POSITION SUMMARY

Dismas House seeks a full-time Case Manager to work as part of a case management team that manages all aspects of resident care. The ideal candidate has experience working with justice involved persons or those struggling with substance use disorders, as well as experience providing employment and housing assistance to underserved populations. Case managers work under guidance from the Senior Case Manager and collaborate closely as part of a care team with other Case Managers, a Clinical Director, an Admissions Manager, a Certified Peer Recovery Specialist, and a Program Coordinator that meets weekly to discuss each resident's progress. They must have flexibility with work hours including the ability to work some evening and weekend hours as needed and must have a valid driver's license, a reliable car and the willingness and ability to be badged to enter prisons in the State of Tennessee. We would like to fill this position as soon as possible.

PRIMARY RESPONSIBILITIES

- Meet weekly with clients to assist them in establishing goals; discussing progress on these reentry goals; development of life skills; and provide supportive environment for the discussion of life issues, including in part housing entitlements, employment, counseling, substance abuse programs, education, and parenting skills.
- Meet regularly and communicate with Senior Case Manager to discuss residents progress and discuss best practice.
- Maintain an open line of communication with the Admissions Manager about new arrivals and upcoming intakes.
- Follow procedures and protocols for intake residency so that each client receives consistent, attentive care through the duration of their stay with us.
- Assess resident needs and prepare re-entry plans ensuring needed services are provided to each client.
- Work closely and communicate regularly with our Clinical Director and outside mental health providers to schedule appointments, share feedback with the Dismas care team and ensure Dismas staff is supporting residents in following the clinical recommendations in their treatment plans.
- Schedule necessary appointments in tandem with residents.



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- Conduct random drug and alcohol tests at least 2x per month and more as needed. If female, *order* drug tests for residents as needed.
- Identify and collaborate with resources to directly assist residents with employment, education, and training services, in addition to finding suitable housing options.
- Monitor and adjust resident status based on changing needs and conditions.
- Communicate regularly with residents about residential policies and resident concerns, answering questions about their needs, goals, and treatment plans.
- Serve as main point of contact for residents in your case load which might include communication by phone, text and email outside your working hours.
- Maintain a current list of community resources and ensure that clients receive needed services.
- Schedule and, if necessary, escort/transport clients to outside service agencies as needed.
- Prepare required forms and keep accurate, up-to-date documentation on all clients that is regularly inputted into our data management system, Apricot, in a timely fashion including but not limited to, progress notes, relapse prevention plans, case notes, appointments, demographics, etc. within 24-48 hours of meeting, appointment, etc. related to resident).
- Attend all mandatory trainings, workshops and meetings as required.
- Maintain regular communication with POs about concerns and/or change of status of residents.
- Assist in room searches as needed.
- Attend and escort residents on quarterly outing(s) as needed.
- Hold residents accountable for consequences of infractions.
- **Performs other duties as assigned and needed.**

DESIRED BACKGROUND & SKILLS

- Bachelor's degree in behavioral or social sciences, or related field required. Master's in Social Work or related field preferred.
- 1-3 years of related experience in social services and/or case management **with a background in workforce development.**
- Experience working with persons who struggle with substance use or other co-occurring disorders is preferred but not mandatory.
- Strong written and verbal communication skills and a capacity to communicate effectively empathetically and with a trauma-informed approach to the clients we serve.
- Propensity to work with energy, a high degree of initiative and from a positive perspective while maintaining flexibility and attention to detail.
- Enormous passion for and commitment to the mission of Dismas House and serving and working with justice-involved persons or other underserved populations; an understanding of prison culture desired.
- Strong organizational and administrative abilities, including increasing efficiencies around systems, procedures and protocols.
- Excellent computer skills and knowledge of database programs and Windows-based operating system.



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COMPENSATION

Salary range is \$45,000-55,000 and is commensurate with education and experience. Excellent benefits package through Blue Cross Blue Shield that includes dental and vision.

To apply, please send a cover letter *and* resume to careers@dismas.org.

No person in the Dismas organization shall on the grounds of race, gender, disability, religion, national origin, or sexual orientation be excluded from the participation in, or be denied the benefits of, or be subjected to discrimination under any program or activity associated with Dismas House.