



More than a Chance, A Change

## Case Manager Position Nashville, TN

Updated: 06.07.2022

### 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](http://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 and/or those with mental health or substance use disorders, as well as experience in family reunification with non-custodial parents. Case managers work under guidance from the Supervisor of Resident Services and collaborate closely as part of a care team with other Case Managers, VP of Programs, Supervisor of Resident Services, Clinical Director, Admissions Manager, Certified Peer Recovery Specialist, and Program Coordinator that meet 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.

### PRIMARY RESPONSIBILITIES

- Meet weekly with residents to assist them in establishing both short and long-term goals, discussing progress on these reentry goals, development of life skills, and provide supportive environment for the discussion of challenges and barriers, including in part employment, counseling, substance abuse programs, financial planning, housing, education, and parenting skills.
- Assess resident needs and prepare re-entry plans ensuring needed services are provided to each resident.
- Meet regularly and communicate with Supervisor of Resident Services to discuss residents progress and discuss best practices.
- Maintain an open line of communication with the Admissions Manager about new resident arrivals and upcoming intakes.
- Follow procedures and protocols for intake residency so that each resident receives consistent, attentive care through the duration of their stay with us.
- Work closely and communicate regularly with our Clinical Director and outside mental health providers to share feedback with the Dismas care team and ensure Dismas staff is supporting residents in following the clinical recommendations in their treatment plans.
- Develop family reunification centered class curriculum, focusing on development of parenting and co-parenting skills for non-custodial parents.



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- Facilitate and teach in-house classes based on developed curriculum.
- Identify and collaborate with community resources to directly assist residents with needs such as employment, education, training services, housing, and medical care.
- Coordinate and schedule appointments in tandem with residents. If necessary, transport clients to outside service agencies as needed.
- Keep accurate, up-to-date documentation on all clients through our data management system, Apricot, in a timely fashion including but not limited to progress notes, relapse prevention plans, case notes, appointments and demographics within 24 hours of meeting.
- Communicate regularly with residents about residential policies and concerns, answering questions about their needs, goals, and treatment plans.
- Serve as main point of contact for residents on case load which might include communication by phone, text, and email outside your working hours.
- Attend all mandatory trainings, workshops and meetings as required.
- Maintain regular communication with parole and probation officers about concerns and/or change of status of residents.
- Conduct random drug and alcohol tests at least 2x per month or more as needed. If female, *request* drug tests for residents as needed.
- 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 degree in Social Work or related field preferred.
- 1-3 years of related experience in social services and/or case management with a background in family services and reunification and/or working with justice involved persons.
- 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.
- 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 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](mailto: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.*