



Disaster Case Manager

Position Title:	Disaster Case Manager
Status:	Non-exempt
Department:	Employment Services
Work Schedule:	40 hours per week; typically, Monday-Friday, 8:30 am-5:00 pm
Work Location:	Grass Valley, CA
Wages & Benefits:	Starting at \$27.00 per hour; benefit package included

Position Summary

Under supervision, works closely with individuals and families impacted by wildfire and other natural disasters. The goal of this program is to establish relationships with survivors of events. Disaster Case Managers (DCMs) connect survivors to available community financial resources, identify household needs and program eligibility, and assist with advocacy and appeals. DCMs work with survivors to create attainable recovery plans for disaster recovery and identify available construction resources to repair property damaged by fire, flooding, or other natural disaster situations. DCMs facilitate connections with community businesses, government, and non-profit partners to identify available resources. The DCM will work collaboratively with all Connecting Point programs, including 211, to provide warm hand-offs to community-based organizations and supports.

Examples of Duties (Illustrative Only)

- Maintain absolute confidentiality on all client/survivor information.
- Conduct thorough needs assessment and develop a recovery plan to address identified disaster related un-met needs.
- Develop a relationship with client families to provide the best advocacy and direction to these families to ensure their reaching self-sufficiency.
- Assist the survivor to determine the best course of action for both short- and long-term recovery.
- Develop, implement, and monitor recovery plans with disaster survivors and their families to return at a minimum to pre-disaster level of well-being.
- Provide extensive and intensive case management and follow-up services.
- Provide highly skilled and culturally sensitive services to diverse populations.
- Provide crisis intervention to individuals and families facing emergencies around food, shelter, medical, re-construction and other needs as presented by the clients.
- Identify, utilize and assist survivors with resources available at all levels of government (federal, state and local), as well as community resources to make appropriate referrals to resolve identified issues.
- Conduct home visits, if necessary.
- Maintain current and accurate documentation of services provided to clients.
- Ensure all client data is current in web-based disaster case management database(s).
- Promotes the program and conducts outreach as required.
- Other duties as assigned.



FEMA Navigator

Qualifications

Knowledge of:

- Computer software and applications, including Internet applications, word processing, and spreadsheets.
- Database management.
- Recordkeeping, report preparation, filing, and records management techniques.
- Techniques for problem solving and effective customer service.

Skill in:

- Communicating clearly, effectively, and respectfully, both orally and in writing.
- Building and maintaining strong relationships with community organizations.
- Organizing work, tracking activities, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.
- Using existing systems and developing new systems as needed to complete and track tasks.
- Breaking goals into manageable, measurable steps.
- Working collaboratively with staff at all levels to reach a mutually determined goal.
- Accomplishing tasks while working with peoples' diverse skills.

Licenses and Certificates:

- Possession of a valid State of California driver's license within 30 days of hire. Proof of adequate vehicle insurance. Reasonable accommodations may be provided for otherwise qualified individuals who require and request such accommodation.

Physical Demands and Working Conditions

Speech and hearing to communicate in person and by telephone; vision to read handwritten and printed materials and a computer screen. Reasonable accommodations may be provided for some physical demands for otherwise qualified individuals who require and request such accommodations.

Other Requirements

This description lists the major duties and requirements of the job and is not all-inclusive. Not all duties are necessarily performed by each incumbent. Incumbents may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.