

Date Posted: 11.06.12

**University of Houston
Graduate College of Social Work
JOB OPPORTUNITY POSTING**

Job Title: Case Management Supervisor

Employer/Agency: Hope Worldwide Immediate Disaster Case Management

Job Description: Provides support and supervision to IDCM Team Case Managers in the delivery of client services, including staffing and weekly file reviews. Works with the National Team Coordinator to identify disaster survivor trends, gaps in service, and necessary outreach. Monitor deliverables, including activity logs, reporting, and performance. Perform analysis of client data

Employer/Agency: Hope Worldwide
City, State, Zip: Varies

Contact Person: Venita Spearman

Telephone Number: 773.298.0543
Fax Number:
Email Address: Venita.spearman@hopeww.org

Application Method: For additional information please visit:

<https://www.hopeww.org/sslpage.aspx?pid=2107>

Opening Date: Various

If your response to this job posting results in successful employment, please email the GCSW Office of Alumni and Career Services at mswjobs@sw.uh.edu with the hiring details of your new job opportunity. Thank you

Immediate Disaster Case Management Program Frequently Asked Questions

What is Immediate Disaster Case Management (IDCM) Program?

The Immediate Disaster Case Management (IDCM) Program is a federally funded program administrated by the Department of Homeland Security's Federal Emergency Management Agency (FEMA) in partnership with the U.S. Department of Health and Human Services Administration for Children and Families (ACF). In the event of a Presidentially declared disaster that includes Individual Assistance, the Governor of the impacted state may request the Immediate Disaster Case Management (IDCM) Program through direct federal services and/or a federal grant.

IDCM is a time-limited process that involves a partnership between a case manager and a disaster survivor (also known as a "client") to assist the survivor with developing and carrying out a Disaster Recovery Plan.

This partnership provides the client with a single point of contact to facilitate access to a broad range of resources. The process involves an assessment of the client's verified disaster caused unmet needs, development of a goal-oriented plan that outlines the steps necessary to achieve recovery, organization and cooperation of information on available resources that match the disaster-caused needs and the monitoring of progress toward reaching the recovery plan goals, and, when necessary, client advocacy.

What is the role of HOPE *worldwide* in the IDCM Program?

HOPE worldwide has partnered with Catholic Charities USA (CCUSA) as a national subcontractor to assist in the marketing and recruitment of Disaster Team cadre members for the IDCM Program through our national volunteer network.

How is the IDCM Program activated?

The federally funded IDCM Program may be activated and deployed following an event that has been declared a major disaster by the President where Individual Assistance (IA) has been authorized and the state's request for Disaster Case Management has been approved by FEMA. Upon notification from FEMA, ACF notifies its national partner Catholic Charities USA (CCUSA) to provide case management assistance to disaster survivors.

Who is eligible to participate on a Federal IDCM Team?

The Immediate Disaster Case Management (IDCM) Team is comprised of Case Managers, Case Management Supervisors and infrastructure positions, to include national Team Coordinators; Training Coordinators, Database Coordinators; Community Relations Coordinators and Administrative/Logistics Coordinators.

Case Managers should have a **bachelor's degree** in social, work, counseling, psychology or sociology and one year's experience in case management with any population or a HS diploma and four years of case management experience. Case Management Supervisors should have a **master's degree** in social work, counseling, or psychology or a bachelor's degree in social work, counseling, psychology, or sociology and four years of case management experience as well as two years of supervisory experience. Individuals whose education and experience fall outside of these parameters will be considered on a case by case basis.

To obtain requirements for infrastructure positions contact the Disaster Case Management Coordinator at Venita.Spearman@hopeww.org. Training in the specialty of Immediate Disaster Case Management will be provided.

What will I get from participating on a Federal IDCM Team?

A Disaster Team cadre member will receive disaster case management training and will take away

knowledge of the IDCM case management procedures set forth by the Administration for Children and Families (ACF) and state and local human community services agencies.

What training is required as part of the Federal IDCM Team?

Federal IDCM Team members are required to participate in an Essential Training and Knowledge course which will be a mix of webinars and in-person training's addressing IDCM Program Administration, Program Coordination and the IDCM Program Process. Travel expenses for in-person training will be covered by HOPE worldwide.

What happens after training?

Upon successful completion of the screening and training requirements, participants will receive a certificate of completion and are now eligible to participate on a Federal IDCM Team when a major disaster happens. Members of the Federal IDCM Team will maintain an active status in the program as long as they stay current on all required training. Members of the Federal IDCM Team will also be required to attend refresher training on an annual basis, as well as participate in re-screening every three years.

How long will Team members deploy?

Depending on the program needs and a team member's availability, qualified candidates are asked to be available anywhere from 14 to 90 days with a possible 45 day extension.

Where will Team members be deployed?

The Federal IDCM Team will provide disaster case management services in all 50 states and US territories.

Are the IDCM positions paid positions?

Yes. Immediate Disaster Case Management positions are on an as needed time-limited basis and cadre members are compensated **only** during the time of deployment. Compensation is determined by the prevailing wage for the area from which the cadre member will be coming (which is that area where the member normally works).

How do I apply?

Email your resume, cover letter, which includes the position you are applying for, and 3 professional references to the Disaster Case Management Coordinator at Venita.Spearman@hopeww.org.

What should I expect?

Once a candidate's resume, cover letter and references are received and reviewed, the candidate will be notified of the status of their submission. A thorough background check will be completed on all qualified applicants who meet the criteria. The screening and credentialing process for the program is intense and requires patience and flexibility from potential team member candidates. Upon self-verification of screening requirements, qualified candidates will be invited to participate in IDCM training. **All qualified candidates MUST attend IDCM training in order to be added to the database for deployment.**

Catholic Charities USA
 Disaster Case Management Team
 Recruitment, Screening
 And Credentialing Application

| Personal Information | |
|--|---|
| Title | <input type="checkbox"/> Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Ms. <input type="checkbox"/> Fr. <input type="checkbox"/> Sr. <input type="checkbox"/> Fr. <input type="checkbox"/> Dr. <input type="checkbox"/> Other: |
| First Name | |
| Middle Initial (If applicable) | |
| Last Name | |
| Suffix | <input type="checkbox"/> Sr. <input type="checkbox"/> Jr. <input type="checkbox"/> III |
| Gender | <input type="checkbox"/> Male <input type="checkbox"/> Female |
| Home Phone | |
| Work Phone | |
| Cell Phone | |
| Organization/Agency Information | |
| Organization/Agency Name | HOPE worldwide |
| Business Address | 1285 Drummers Lane |
| City | Wayne |
| State | PA |
| Zip Code | 19087 |
| Applicant's Job Title | Disaster Case Management |
| Business Phone | 773.298.0543 |
| Business Fax (if applicable) | NA |
| Business Email Address (if applicable) | Venita.Spearman@hopeww.org |
| Supervisor's Name | Venita Spearman |
| Supervisor's Phone | 773.298.0543 |

| | |
|---|--|
| Personal Information | |
| HOPE Chapter Director's Name and Title | Antonio Boyd, VP Community Services Division |
| HOPE Chapter Director's Phone | 803-513-4068 |
| HOPE Chapter Director's Email Address | Antonio.Boyd@hopeww.org |
| Position Interest | |
| Please see Position Descriptions below before making your selection. | |
| Please Select DCM Team Position(s) in which you are interested | |
| Disaster Case Manager | <input type="checkbox"/> |
| Disaster Case Management Supervisor | <input type="checkbox"/> |
| National Team Coordinator | <input type="checkbox"/> |
| National Team Lead | <input type="checkbox"/> |
| Training Coordinator | <input type="checkbox"/> |
| Logistics/Administrative Coordinator | <input type="checkbox"/> |
| Database/CAN Specialist | <input type="checkbox"/> |
| Community Coordinator | <input type="checkbox"/> |
| Qualifications | |
| # of Years Experience | |
| Type of Experience (social work, counseling, psychology or other) | |
| Education – School Name | |
| Education – School Type | |
| Education – List Degree(s) | |
| Graduation Date(s) | |

PLEASE COMPLETE THIS APPLICATION, PRINT, SIGN, SCAN AND RETURN VIA EMAIL TO Venita.Spearman@hopeww.org TO BE CONSIDERED FOR CCUSA's DISASTER CASE MANAGEMENT TEAM.

POSITION DESCRIPTIONS

Disaster Case Manager: Delivers disaster case management services during immediate response and works with local Disaster Case Management agency case managers to transition cases to the local agency. Disaster case managers should have a BA in social work, counseling, psychology or sociology and one year's experience in case management or a HS diploma and four years of case management experience.

Disaster Case Management Supervisor: Provides support and supervision to DCM Team Disaster Case Managers in the delivery of client services. Disaster case management supervisors should have a master's degree in social work, counseling, or psychology OR a BA in social work, counseling, psychology, or sociology and four years of case management experience as well as two years of supervisory experience.

National Coordinator: Serves as local lead and oversees all deployment activities. Serves as primary contact for ACF and FEMA in the field.

National Team Lead: Manages DCM team. Identifies emerging issues in field and serves as primary contact between the DCM team and the National Team Coordinator.

Training Coordinator: Provides ongoing professional development for the DCM Team ensuring they are oriented to the existing program deliverables within the affected area and understand eligibility requirements for disaster case management programs.

Logistics and Administration Coordinator: Supports the members of the national DCM Team by providing administrative and logistical support during deployment.

Database/CAN Specialist: Supports the members of the national DCM Team by providing administrative and logistical support during deployment.

Community Coordinator: Provides support to DCM National Team Coordinator in identifying and coordinating local resources capable of providing DCM services for transition to local level and organize outreach efforts to locate survivors needing assistance.