Case Manager

DESCRIPTION OF THE FIELD

Case Managers, also referred to as Social and Human Service Assistants amongst other titles, help clients to identify and obtain benefits and services. In addition to initially connecting clients with benefits or services, social and human service assistants may follow up with clients to ensure that they are receiving the intended services and that the services are meeting their needs. They work under the direction of social workers, psychologists, or other social and human service workers. They work for nonprofit organizations, private for-profit social service agencies, and state and local government. They may work in offices, clinics, hospitals, group homes, and shelters. Some travel around their communities to see clients. The level of education that social and human service assistants have completed often determines the responsibilities they are given. Those with a high school diploma are likely to do lower level work, such as helping clients fill out paperwork. Assistants with some college education may coordinate program activities or manage a group home. (Provided by the Occupational Outlook Handbook)

CAREERS

Case Managers work with a variety of people including:

- **Children and families**: ensure that the children live in safe homes. They help parents get the resources, such as food stamps or childcare, they need to care for their children.
- **Elderly**: help clients stay in their own homes and live under their own care whenever possible. May coordinate meal deliveries or find personal care aides to help with the clients’ day-to-day needs, such as running errands and bathing. In some cases help look for residential care facilities, such as nursing homes.
- **People with disabilities**: help find rehabilitation services that aid their clients. They may work with employers to make a job more accessible to people with disabilities. Some find personal care services to help clients with daily living activities, such as bathing and making meals.
- **People with addictions**: find rehabilitation centers that meet their clients’ needs. They also may find support groups for people who are dependent on alcohol, drugs, gambling, or other substances or behaviors.
- **Veterans**: help people who have been discharged from the military adjust to civilian life. They help with practical needs, such as locating housing and finding ways to apply skills gained in the military to civilian jobs. They may also help their clients navigate the overwhelming number of services available to veterans.
- **Immigrants**: help clients adjust to living in a new country. They help the clients locate jobs and housing. They also may help them find programs that teach English, or they may find legal assistance to help immigrants get various administrative paperwork in order.
- **People with mental illnesses**: help clients find the appropriate resources to help them cope with their illness. They find self-help and support groups to provide their clients with an assistance network. In addition, they may find personal care services or group housing to help those with more severe mental illnesses care for themselves.
- **Former prison inmates**: find job training or placement programs to help clients reenter society. Help former inmates find housing and connect with programs that help them start a new life for themselves.
- **Homeless people**: help clients meet their basic needs. They find temporary or permanent housing for their clients and locate places, such as soup kitchens, that provide meals. Help homeless people find resources to address other problems they may have, such as joblessness.

RESOURCES

- For more information, please visit the following websites:
  
  Occupational Outlook Handbook
  
  National Organization for Human Services

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