



JOB TITLE: Intensive Case Manager

DEPARTMENT: Clinical Services

REPORTS TO: Lead Case Manager

FLSA STATUS: Full-time/Exempt

REVISION DATE: March 10, 2026

SALARY: tbd

ABOUT ROBERTA'S HOUSE

Roberta's House is a grief-support nonprofit providing safe spaces for healing to children, families, and communities affected by loss and trauma. We advance hope, resilience, and dignity through the delivery of high-quality, trauma-informed, grief-responsive, and evidence-based clinical services in full compliance with federal, state, and local regulations, accreditation standards, and professional ethical guidelines.

POSITION SUMMARY: The Intensive Case Manager at Roberta's House provides intensive, trauma-informed case management services to clients experiencing grief, trauma, and emotional distress. The candidate will oversee client engagement from intake through discharge, including the development of personalized care plans, incorporating strategies for healthy coping, social support, and reduction of grief, trauma, depression, and anxiety. Progress is tracked using outcome measures from evidence-based assessments ensuring accountability and data-driven adjustments to care. The Intensive Case Manager spends 30% of time providing therapeutic services to clients, including administering diagnostic evaluations, providing individual and family counseling services, and providing weekly in-person or telehealth therapy to assigned cases. The Intensive Case Manager plays a central role in coordinating care by conducting home visits, facilitating transportation arrangements, participating in multidisciplinary team meetings, and linking clients to community resources.

SUPERVISORY RESPONSIBILITIES: NA

KEY RESPONSIBILITIES:

Intensive Case Management

- Maintains a caseload of complex or high-risk clients from engagement through discharge
- Uses structured assessment tools to evaluate client needs and monitor progress, including the GAD-7, PHQ-9, Inventory of Complicated Grief, Brief COPE, AAFP Social Needs Screening Tool, Brief Addiction Monitor, and the Multi-Dimensional Scale of Perceived Social Support (MSPSS)
- Collaborates with client to develop personalized plans focusing on 2-4 SDOH goals; strategies for healthy coping, social support, and reduction of grief, trauma, depression, and anxiety to achieve a 70% success rate in goal completion
- Provides individual, couples, and family counseling services, including crisis intervention support
- Provides in-person or telehealth therapy, as needed for assigned cases

- Ensures clients receive appropriate, timely, and coordinated care and services
- Conducts home visits; advocates for clients' needs and facilitates access to community resources
- Tracks outcome measures from evidence-based assessments
- Ensures timely updates are made in the case management system, Penelope
- Audits case files for quality assurance and accurate documentation
- Participates in program planning, evaluation, and quality improvement initiatives
- Represents the agency at inter-agency meetings or community partnerships

Other Duties, as assigned

QUALIFICATIONS:

- Master's degree in Social Work, Psychology, Human Services, or related field is preferred
- LMSW, LCSW-C, LGPC, or LCPC is required
- 3-5 years of case management experience, plus 1–2 years in a supervisory or lead role
- Strong written, verbal and conflict resolution communication skills
- Analytical thinker, strong organizational skills and attention to detail
- Strong knowledge of community resources and support systems
- Keeps current with Diagnostic and Statistical Manual of Mental Disorders Fifth Edition DSM-5
- Excellent organizational and conflict-resolution skills
- Proficiency in technology, including case management software and electronic records system
- Bilingual skills are a plus

PHYSICAL REQUIREMENTS:

- Ability to work in both fieldwork and office environments
- May require occasional evening or weekend hours
- Must have reliable transportation and a valid state of Maryland driver's license

Apply to:

Resumes should be sent to: HR@RobertasHouse.org

Applications will be reviewed on a rolling basis until the position is filled.

Roberta's House is an Equal Opportunity Employer. Employment decisions are made without regard to race, color, religion, sex, gender identity, sexual orientation, national origin, age, disability, genetic information, veteran status, or any other status protected by applicable federal, state, or local law.