

Position: CASE MANAGER

Job Status: Grade 8, Step depending on experience and qualifications

I. General Responsibilities:

It is the responsibility of all EOAC employees to support EOAC's mission and goals, to respect the confidentiality of all who come to us for information or assistance, and to personally maintain the dignity and integrity of one who is placed in a position of public trust. We all bear the responsibility of improving the organization, communicating openly and empowering each other to excel at our work.

Summary of Position

This position, through personal client service, data management and reporting assists low-income residents of the assigned county (ies) address circumstances putting them in jeopardy of loss of shelter, utilities and/or other means of living. The Case Manager provides services in an inclusive, respectful and professional manner. The Case Manager is required to attend staff meetings, in-service trainings, and to report on a regular schedule to the Director of Community Services.

Because this position manages confidential information for clients, the Case Manager must demonstrate the highest degree of professionalism. This position is full-time (40 hours per week).

This job description should not be construed to imply that the requirements listed are the exclusive standards of the position. The Supervisor/Director reserves the right to assign or delegate other tasks as necessary.

II. Minimum Qualifications:

- The position requires a high school diploma or equivalent; completion of college level course work in social work or related field a plus
- Three (3) years of experience as a Case Worker or Case Manager, or experience in a social service setting delivering direct services to clients
- Must have a vehicle, proof of insurance, and a valid Texas driver's license

- Knowledge and experience in MS Office Suite software and with a management information system is required
- Must pass a Criminal History check
- Must be able to push, pull, move and/or lift a minimum of 40 pounds to a height of three feet and be able to push, move and/or carry such weight a minimum distance of 20 feet

III. Specific Responsibilities:

1. Responsible for day to day operation of the Community Services Center, to include ensuring access during business hours
2. Act as agency liaison to relevant community activities and events
3. Conduct outreach to targeted population groups, to include making home visits
4. Accept application for services
5. Refer clients to area social service agencies to address problematic
6. Assist clients complete service applications, for food stamps, social security benefits, etc.
7. Conduct professional case management of clients identified as good candidates for such assistance in the interview and assessment process. Case Management includes development of an individual's action plan, mentoring that client to achieve the objectives set out in such a plan, and follow-up to determine reportable self-sufficiency outcomes
8. Act as contact person for counseling services on an as needed basis, i.e., job search, budget management
9. Submit written reports to Director on contacts, services provided to clients and other significant activities
10. Participate in in-service training to improve interviewing skills, knowledge of target area and information concerning community resources
11. Take leadership role to oversee effective program delivery
12. Strong problem solving and communication skills
13. Meet all deadlines agreed upon with Director
14. Excellent organization and time management skills

IMMEDIATE SUPERVISOR: Director of Community Services & Resource Development

DATE OF APPROVAL: _____

Immediate Supervisor:

Date of Approval _____