

POSITION: Self-Sufficiency Case Manager	ID:
CLASSIFICATION: Regular/Full-Time	HIRING RANGE:

Position Summary:

This position reports directly to the Self-Sufficiency Program Manager. Responsible for activities designed to provide strength-based case management for low-income individuals and families for the purpose of removing barriers to achieving self-sufficiency.

Essential Duties and Responsibilities:

The following information is intended to be representative of the essential functions performed by personnel in this position and is not all-inclusive. The omission of a specific task or function will not preclude it from the duties of this position if the work is similar, related or a logical extension of the position. Other duties may be assigned.

Short-term Intervention & Support Services

- Provide telephone and/or face-to-face screening with potential clients who are seeking temporary financial assistance. Conduct in-home screening visits as appropriate.
- Explain agency services and determine program eligibility in accordance with current regulations using multiple-funding streams.
- Provide problem-solving assistance for clients in crisis, including options available to them within social service and community resource systems. Assist clients to identify other related needs and prioritize the first steps in addressing them.
- When appropriate, conduct an assessment with clients to identify a history and profile to assess the following: housing history, income and work history, physical/emotional health treatment, criminal history, debt, social support and available resources, etc.
- Assist clients by referring, as appropriate, to other service providers which will meet their needs.
- Advocate for clients to secure needed services and resources for which they are eligible.

Comprehensive Case Management

- Assess client needs and levels of functioning. Obtain written permission from client to make referrals, coordinate delivery of services, and/or facilitate linkages to other appropriate agencies and services: i.e., mental health, parenting, domestic violence, support groups, etc.
- Assist clients in recognizing their strengths and existing resources. Encourage clients to assess relationships and to develop appropriate personal support systems.
- Assist clients in identifying behaviors, issues, and patterns which constitute barriers to self-sufficiency.
- Assist clients to successfully take steps needed to make changes in their lifestyles, particularly as this relates to achieving self-sufficiency including, but not limited to, goals on development of personal and work skills; employment; increased income; adequate and affordable housing; access to medical services; transportation; and child care.
- Support clients through monitoring and evaluation of their case plan at regularly scheduled meetings. Adjust action steps and timelines as needed for successful completion of the goal plan.
- Empower clients to take responsibility for their actions. Assist clients with enrollment in self-sufficiency and other appropriate classes and monitor their attendance. Help identify, provide, or create opportunities for clients to practice the skills learned.
- Facilitate budget discussions with clients to formulate and implement a plan which allows them to successfully manage financial resources, provide for current needs, address debt, and plan for the future.

Reports

- Maintain accurate, complete, up-to-date documentation of client service activities. Submit paperwork in a timely manner.
- Maintain current case notes and goal plans for each client and make regular entries regarding client's actions towards achieving goals.
- Keep complete and orderly files for efficient retrieval of information and ensure confidentiality of client information.
- Provide a written narrative at closing/termination of a client file that outlines presenting issues and the outcome of services received.
- Report immediately to the appropriate authorities any suspected physical, sexual, and neglect cases for adults and children.

Community Involvement & Advocacy

- Research community resources to assure a wide knowledge of available service options and make information available to clients.
- Network within the community and social services system to ensure access to available resources for eligible clients.
- Work to establish partnerships and engage other agencies in referring eligible clients to the Self-Sufficiency program.

Meetings/Office Support

- Staffs the front office at regularly scheduled hours or as directed.
- Attend and actively participate in all assigned meetings.
- Keeps supervisor apprised of accomplishments, problems, questions, and activities associated with assigned duties through regular review meetings.
- Represents the agency at professional and community meetings, as requested.

Professional Development

- Attend workshops and conferences as approved and required.
- Pursue continuing education in courses of study related to required duties and agency objectives.
- Stay abreast of current issues and information as disseminated through periodicals, newspapers, televised reports, literature released from other agencies, etc.

Supervisory Responsibilities: This job has no supervisory responsibilities.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Responsibilities may occasionally require availability for “on-call” duties.

- Knowledge of social and economic issues surrounding poverty. Knowledge of community resources and agencies providing services needed by the homeless population.
- Ability to be culturally sensitive to diverse client populations.
- Ability to apply required knowledge and work in partnership with clients to address their needs, and to develop effective solutions, plan and coordinate delivery of services.

- Ability to empower and support clients in life choices and change.
- Ability to provide leadership, facilitate group processes, and work cooperatively with staff and volunteers.
- Ability to develop and maintain productive working relationships within Community Action, with public and private agencies, the general public and clients.
- Ability to understand and follow complex written and oral instructions, rules and procedure; to work independently and to be a vital and contributing part of a team.
- Ability to prepare and maintain clear, accurate, complete and timeless records and reports.
- Ability to establish boundaries which ensure professionalism and ethical interactions, and ability to adhere to established policies and procedures.
- Must possess general computer and word processing skills and be willing to learn other skills as required for specialized software.
- Must be able to work flexible hours, to include some evenings and/or weekends.
- Must be able to perform assigned duties under minimum supervision.

Education and/or Experience

Bachelor's degree in Human Services, Social Work or the equivalent combination of education and experience required.

Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to effectively present information and respond to questions from staff, clients, the Board of Directors, and the general public.

Bilingual skill with English/Spanish speaking and writing is a plus.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to apply common sense understanding to carry out detailed written or oral instructions.

Certificates, Licenses, Registrations

Must be able to provide proof of work eligibility. Must possess a valid driver's license and have access to a personal vehicle with required liability insurance for use in business related travel.

Physical Demands The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Must be willing to submit to yearly TB testing or provide documentation of medical exemption.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to stand and walk. The employee is occasionally required to climb or balance and stoop, kneel, or crouch. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Office Work and Home Visits. While performing the duties of this Job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

ADMINISTRATIVE APPROVAL		
Name: Paula Dickson, Executive Director	Signature:	Date:
Name: Kim Maes, Vice-Chairperson	Signature:	Date:

HRD: 05/18/06