**A close up of a sign

Description automatically generated**

**Self-Sufficiency/Kinship Support Services Case Manager**

**GENERAL DESCRIPTION**

The Full Time Self-Sufficiency/Kinship Case Manager is responsible for duties at the Community Action of Laramie County Administration Building supporting the Kinship Access Care Coordinator and the Self-Sufficiency Case Managers with guardianship intakes, management of Wait List for the Self-Sufficiency and Kinship Programs and various data entries in Gold Connect, Senior Assistance Management Systems (SAMS), and CAP 60.

**JOB RESPONSIBILITIES & REQUIREMENTS**

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.

**Reports**

* Is responsible for the guardianship program, following up on court filings, completing forms, and scheduling appointments.
* Submit monthly reports to the Program Director.
* Enter client information in required reporting systems; SAMS, CAP 60 and Goal Connect.
* 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.
* Report immediately any suspected physical, sexual, and neglect cases for adults and children to the Program Director and appropriate authorities.

**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 Self-Sufficiency Program and/or Kinship Support Services.

**Meetings/Office Support**

* Attend and actively participate in all assigned meetings, including facilitating monthly support/training meetings.
* Assist with tasks for the monthly Kinship Support groups including but not limited to, making reminder calls to clients.
* Keep 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.

**EDUCATION & EXPERIENCE**

* High School Diploma or Equivalent.
* Associate degree in Human Services, Social Work or the equivalent combination of education and experience preferred.
* Experience with Microsoft software applications, adobe pro, and basic office equipment

**KNOWLEDGE & SKILLS**

* To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are  
  representative of the know/ledge, 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 Guardianship rules and procedures.
* Knowledge of social and economic issues surrounding older relative caregiving.
* Knowledge of social and economic issues surrounding homelessness and near-homelessness.
* Knowledge of community resources and agencies,
* 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 and with public and private agencies, the public and clients.
* Ability to understand and follow complex written and oral instructions, rules, and procedure.
* Ability to work independently and be a vital contributing part of a team.
* Ability to prepare and maintain clear, accurate, complete and timely 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,  
  such as Microsoft Office Word, Excel, Outlook, Access, Power Point and Publisher.
* Must be able to work flexible hours, to include some evenings.
* Must be able to perform assigned duties under minimum supervision.
* Ability to effectively present information and respond to questions from staff, clients, the Board of Directors, volunteer coordinators, volunteers, and the public;
* Ability to speak, read and write Spanish is a plus but not a requirement.
* Professional telephone skills & ability to operate multi-line telephone system.
* Excellent written and verbal communication skills.

**PHYSICAL & ENVIRONMENTAL REQUIREMENTS**

* Reasonable accommodations can be made for persons with disabilities
* The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
* While performing the duties of this job, the employee Is regularly required to sit for periods of up to two hours; use hands to finger, handle or feel; Is frequently required to reach with hands and arms; and is occasionally required to stand, walk, climb or balance, stoop, kneel, crouch, or crawl,
* Must be able to work in an environment where the noise level is moderate.
* Must be able to tolerate and environment with air conditioning and fluorescent lighting.
* Will be working in a building with three (3) floors that has stairs and an elevator.
* Downtown Parking - One block from assigned parking.
* Must occasionally lift and/or move up to 50 pounds.
* Must occasionally stand for a long periods of time.
* Must possess the visual acuity to focus up close and routinely work with computers.
* Must be able to hear and process ordinary conversation and telephone conversation.

**OTHER REQUIREMENTS**

* Must have a clean driving history, possess a valid driver's license, and be insurable through CALC's insurance provider.
* Must maintain vehicle liability insurance.
* Must have access to a vehicle during work hours.
* Must pass criminal background checks.
* Professional Demeanor/Positive Attitude.
* Professional Appearance and Hygiene.
* Must be Dependable and Have Strong Interpersonal Skills.
* Attendance/Punctuality: Consistently at work and on time, ensures responsibilities are covered when absent.
* Ability to apply common sense understanding to carry out instructions furnished in written and oral form; deal with problems involving several concrete variables in standardized situations.