



**Job Title:** Case Manager

**Reports To:** Case Management Supervisor

**Type:** Full-time, hourly. This is a grant-funded position and is contingent upon funding.

**Starting Compensation:** \$23 an hour

**General Purpose of Job**

The Case Manager assists participants individually and in groups relative to various departmental case management programs. This includes identifying appropriate options, determining initial eligibility for program services, facilitating plans of action, providing on-going case management for their assigned caseload.

May utilize specific skills as suited to one or more assigned program areas which could include:

- Case Management for new arrivals up to 90 or 240 days
- On-going Case Management for up to 3 or 5 years
- Intensive Case Management for individuals with vulnerabilities
- Case Management for Health Promotion
- Remote Services Case Management
- Case Management for certain populations

**Essential Functions**

- Maintain in-depth knowledge of departmental services and initiatives and the avenues of delivering those services to participants; spearhead customer service and deliverables for participants and partners within relevant department and monitor progress
- Inform of potential services, eligibility requirements, application process and answer questions regarding individual circumstances
- Manage each case relative to intake, goals, assessments, plans of action, monitoring progress, customer service, conflict resolution, and communications
- Provide or coordinate transportation to ensure access to service delivery as needed

- Maintain accurate and comprehensive client records and provide frequent reports; document case communications and actions, updating as needed with changes to household circumstances, obtaining additional verifications needed by policy.
- Maintain professional communication with participants, providers and other stakeholders, compliant with confidentiality requirements related to clients, providers and the program in accordance with federal, state, local and department standards.
- Provide community resources and information to support the needs of the participants or families; coordinate services with community partners to assist families in crisis (i.e. health care need, financial need, etc.).
- Mediate or resolve complaints about program and/or services, and advise of proper procedure for resolution of grievances
- Accurately complete case notes and other reports needed to demonstrate program activity and outcomes

### **Qualifications**

#### **Technical Qualifications:**

- High School Diploma required; Associates or Bachelor's Degree preferred
- Minimum two years of experience working with youth or adults or families in a social service, counseling or coaching setting
- One year experience with facilitation, training or teaching

#### **Knowledge, Skills and Abilities:**

- Working knowledge of immigrant/refugee services preferred.
- Demonstrated empathy, compassion and ability to provide high quality customer service to culturally and socio-economically diverse clientele accessing program services.
- Intermediate computer and data management skills; knowledge of computer software, especially Microsoft Word, Outlook and Excel.
- Experience in the nonprofit sector preferred.
- Excellent written and verbal communication and listening skills. English proficiency required; functional fluency in a language commonly spoken by resettled populations ( Kinyarwanda, Swahili, Spanish) is **STRONGLY** preferred.
- Knowledge of local and statewide family resources is preferred.
- Flexibility to attend community events, providing outreach to parents and community partners.

#### **Typical Physical/Mental Demands and Working Conditions:**

- Requires sufficient hand/eye coordination to perform semi-skilled repetitive movements, such as data entry and the use of office equipment and supplies.

- Work is performed both indoors and in outdoors or ambient air temperature working conditions.
- Incumbent may stand or walk for extended periods.
- Speaking, hearing, and understanding English are required.
- Stooping; bending; twisting; and reaching; and lifting up to 40 lbs. may be required in completion of job duties.

*The above elements are intended only to summarize the general nature of the job and are not intended to be an all-inclusive description of the job or list of duties.*

#### **TO APPLY**

To apply, please send a resume and cover letter to Laurie Morrow. [laurie.morrow@canopynwa.org](mailto:laurie.morrow@canopynwa.org).

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