

COMMUNITY ASSISTANCE CENTER CLIENT SERVICES CASE MANAGER JOB DESCRIPTION



Position Title	Department	Reports to
Case Manager	Programs	Director of Programs & Client Services
Employment Status	FLSA Status	Effective Date
<input type="checkbox"/> Temporary <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt	03/21/2022

POSITION SUMMARY

The CAC Case Manager is responsible for providing comprehensive case management to assist residents with housing, rent/mortgage, utilities, clothing, food, supportive services, and other life necessities. The CAC Case Manager will work with specific clients who require assistance that will allow them to move towards self-sufficiency and or out of a financial crisis situation. The Client Services Case Manager will office at CAC's main office.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential functions include, but are not limited to the following:

- Provide one on one case management services to clients through CAC's main office.
- Provide individualized case management for clients in Montgomery County.
- Proactively identify and implement solutions for clients
- Promote and manage client accountability
- Leverage and foster relationships with Community partners to maintain a productive and equally beneficial relationship.
- Manage data entry and outcome reporting for clients as needed.
- Provide and/or assist with reporting to funders, staff, Board of Directors and more as needed.
- Promote and coordinate Life Skills classes, CAC events and other special programs with Community partners as needed.
- Assist with and attend outreach events as needed.
- Assist and support Director of Programs & Client Services.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)

- Bachelor's degree *preferred*, or minimum of 2 years' experience required in Human and social services, with a strong focus on individual needs. Experience with *financial* crisis intervention preferred.
- Bilingual in English & Spanish preferred.
- Working knowledge of Microsoft Office Suite , Outlook and HMIS or other database software preferred.
- Strong interpersonal and writing skills.
- Self-motivated; Willing to take initiative, willing to learn and execute tasks.
- Excellent communicator.
- Disciplined in time management
- Strong organizational skills.
- Maintain client dignity and confidentiality.
- Must have reliable transportation.

- Possess the skills to work with and motivate staff, board members and other volunteers.
- Have the desire to get out of the office and build external relationships.
- Be organized and exhibit “follow through” on tasks and goals.
- Display a positive attitude, show concern for people and community, demonstrate presence, self-confidence, common sense and good listening ability.

Disclaimer: This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, effort and/or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change (i.e. emergencies, changes in personnel, workload, rush jobs, technological developments, etc.)

PHYSICAL DEMANDS AND WORK ENVIRONMENT

Must be able to work effectively in a fast paced, complex office setting with multiple demands and competing priorities; must be able to work effectively under conditions of pressure and frequent interruptions; must be able to exercise initiative in problem identification and solutions and be able to detect errors in records and documentation; must be able to relate positively and calmly with others, must be assertive, thorough, energetic, well organized, flexible and able to meet deadlines/time frames. Must learn new procedures quickly and have good communication skills in English & Spanish. Position requires flexibility in task assignment. Must be discreet and able to maintain confidentiality in and out of the workplace.

The company is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.