



Helping People Help Themselves Since 1964!

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NOTICE OF POSITION VACANCY

July 14, 2017

Case Manager (CSBG-Red Springs Center)

Summary

Responsible for coordinating activities and programs in designated target area. Conducts surveys and assists with community planning. In conjunction with the Training Coordinator, schedules workshops and courses at the center. Works with community groups and volunteers. Oversees and implements case management for counties served through the assigned neighborhood center. Manages caseload of 20-25 customers for the Family Empowerment and Self-Sufficiency Program. Maintains a minimum contact time of 120 hours per month. Compiles and submits monthly reports to the assigned Case Management Field Supervisor. Performs other tasks as assigned.

Reporting Relationships

Reports To: Case Mgmt. Supervisor **Status:** Non-Exempt

Department: Community Services Block Grant (CSBG)

Principle Duties and Responsibilities includes those listed below as well as other duties as assigned by the Program Director:

Basic Responsibilities:

- Follows an established work schedule.
- Articulates easily and distinctly.
- Demonstrates patience in carrying out work assignments.
- Approaches assignments with energy and enthusiasm.
- Displays capacity for independent thinking.
- Demonstrates familiarity with agency programs.
- Deals with tasks in order of priority.
- Assures compliance with specifications.
- Demonstrates loyalty to agency and its goals.
- Displays tact and diplomacy in everyday conduct.

Professional Responsibilities:

- Formulates system for integrating program at center level.
- Arranges meetings and directs survey to identify community needs and resources.



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- Schedules meetings and helps organize local groups. Provides advice and support for community organizations. Represents center at meetings of agency's Board, center's Advisory Council and community groups. Identifies volunteers.
- Circulates in community and makes public aware of programs.
- Completes all required client case management file forms; verifies eligibility. Interviews individuals to determine needs, available resources, capabilities and interests. Assesses need for supportive services.
- Explains rules and interpret instructions. Helps customer complete forms. Assists in preparing a budget (both initial and after enrollment), assists in establishing personal goals and determining ways to achieve those goals.
- Works with customer to develop a case management plan. Contacts sources for Assistance and arranges interviews. Conducts regularly scheduled follow-ups to learn of customers progress. Works with customer to revise case plan as needed.
- Regulates center activities to assure efficient operation. Adjusts procedures to meet enrollment schedule and planned outcomes. Request supplies and controls center efficiency. Monitors facility and requests needed repairs. Schedules workshops to provide training.
- Maintains center files using computer client database and hardcopy backup files. Keeps record of contact made and case management file on each customer. Summarizes data in narrative and statistical report. Submits special reports or information as requested.
- Maintains an active caseload of 20-25 customers with a minimum of 120 contact hours per month.
- Participates in a minimum of four (4) community events annually to promote the goals of the CSBG FESS Program.

General Qualification Requirements:

- Requires energetic person with planning and organizing capability.
- Must be able to communicate effectively with clients, as well the staff and public.
- Must be able to input data into a computerized database.
- Must be proficient in making arithmetical calculation and able to prepare statistical report.
- Must be sensitive to the needs of low-income families and committed to the goals and purposes of the Community Services Block Grant Program and other programs within its umbrella. Position demands tact and ability to handle matters of a confidential nature.

Educational Requirements:

- College degree or equivalent in experience.