

POSITION DESCRIPTION

Title: Client Services Case Manager I (Intake Services)	Date Prepared/Reviewed: 4/11, 8/17
Reports to: Self Sufficiency Program Coordinator	Supervises: N/A
Purpose of your Position: Provide support and assist staff in carrying out various duties and projects administered by the Self Sufficiency Program. Ensure the program runs smoothly and the mission of the SENDCAA is carried out.	Status: Exempt

Below are the essential duties of this position. Other duties may be assigned as needed.

ESSENTIAL DUTIES:

1. Screens potential applicants for services and direct to the appropriate staff. When appropriate, assist clients with completion of intake and application for emergency services. Provides homeless diversion when applicable and warm referral handoffs to other community providers.
2. Coordinates and conducts regular community education, including but not limited to tenant education and financial literacy. Duties include booking rooms, food, securing speakers, signing up participants, etc.
3. Provides emergency assistance and Energy Share to clients.
4. Maintains various databases used by the Self Sufficiency Program and assists with entering documentation.
5. Coordinates the Commodity Supplemental Food Program: staging, packaging, pick up boxes, opening warehouse and assisting with scheduled pickup. Keep warehouse organized and maintained. Assist with securing needed volunteers for the distribution of food as needed.
6. Assist with securing volunteers and interns for Self-Sufficiency Program, including but not limited to supporting VITA, Commodity Supplemental Food Program, data entry, and front desk assistance.
7. Maintains various databases used by Self-Sufficiency Program and assists with entering documentation.
8. Knowledgeable of other community resources and make referrals as needed.
9. Ensures communication of programming through positive relationships with community service providers and programs, i.e., networking.
10. Implements and/or carries out appropriate programs and initiatives, including the VITA program.
11. Maintains good client-agency relations, acts professionally and positively represents the agency. Maintains client confidentiality.
12. Participates in relevant training including staff meetings.
13. Keeps abreast of community resources and determines how these resources may be beneficial to clients.
14. Reports to supervisor any observations that may be a concern, particularly as defined by the SENDCAA Child Abuse/Neglect Plan and/or clients struggling with substance abuse, mental and/or emotional disorders or other issues.
15. Takes the initiative to identify problems, uses judgment to find appropriate solutions and follows through on resolving issues in a timely manner.

16. Interacts and communicates with other clients and other staff in a professional and appropriate manner and responds to and gives feedback in a respectful and positive manner.
17. Supports team efforts, actively works to generate respect and enthusiasm, cooperates with others, and actively learns from other team members.
18. Reports to work on time prepared to perform the duties of the position and willing to perform the duties as workload necessitates.
19. Assist with administering and coordinating programs within the self-sufficiency department.

OTHER DUTIES:

The case manager must be able to fulfill his/her duties in accordance with the service orientation of a Housing First approach, including:

- Housing as the first essential step, without any requirements for sobriety, participation in treatment, medication protocol, compliance, or demonstrated “housing readiness”
- Reducing harm to the individual and broader community
- Remaining non-judgmental in behaviors, practices, beliefs, and actions of service participants
- Promoting and empowering meaningful choices and service access options, as well as allowing the participant to influence the type, duration, frequency, and intensity of supports
- Supporting greater independence over time
- Professional relationship without dependency that supports “doing with” instead of “doing for”
- Expressing empathy and positivity
- Remaining future oriented, not anchored to past events, with a strong sense of promoting hope and possibility in a realistic manner

Other Duties Include:

1. Participates in presentations and other public relations efforts.
2. Other travel as needed.
3. Attends meetings and training sessions as needed.
4. Performs other duties as assigned or requested.

Education/Training Required:

- 2 year degree from a technical education in business administration, information systems or related area and/or a combination of relevant work experience.

Minimum Experience and Skills Required: To perform the duties of this position successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below outline the knowledge, skills, abilities, and competencies that are required in this position. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- 1 to 2 years of experience in Human Services setting providing case management services.
- Skill in relating to and interacting with clients and staff; working with groups.
- Skill in applying policies and procedures.
- Ability to create goals and action plans and present verbally and in writing.
- Knowledge of modern office practices and protocol.
- Knowledge of and ability to use a variety of computer software such as Word, Publisher, Excel, and database software.
- Ability to read, analyze, and interpret professional manuals/journals, government documents, reports, correspondence and memoranda.
- Ability to provide reports and correspondence.
- Basic math understanding and ability.
- Ability to communicate effectively, verbally and in writing,

	<p>with clients and staff and other agency personnel.</p> <ul style="list-style-type: none"> • Ability to interact with others in a professional and appropriate manner. • Ability to work effectively with a diverse group of individuals, including clients and co-workers, and to maintain effective working relationships with SENDCAA clients and staff. • Ability to maintain confidentiality. • Ability to perform work with independence under general direction of supervisor. • Capable of reporting to work on time prepared to perform duties of the position and willingness to perform duties as workload necessitates. • Ability to carry out the duties of this position while helping to fulfill SENDCAA's mission and while adhering to policies, procedures, and regulations.
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<p>Education/Training Preferred:</p> <ul style="list-style-type: none"> • Bachelor's Degree in Counseling, Social Work, Sociology or Psychology or related Human Service Field. 	<p>Experience and Skills Preferred:</p> <ul style="list-style-type: none"> • 1 to 2 years of experience in Human Services setting providing case management services.
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The working conditions and environment and the physical requirements/activities listed below 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.

Working Conditions and Environment: While performing the duties of this position, the individual generally has good working conditions. The employee is often exposed to moderate noise from office equipment.

Physical Requirements/Activities: While performing the duties of this position, the individual is regularly required to stand, walk, sit (approximately 50% of the workday), bend, carry, reach with hands and arms, use hands to finger, handle, feel, and use office equipment, and communicate (talk and hear). Occasionally, the employee is required to balance, kneel, push, pull, lift, twist, stoop, or crouch. The employee is required to lift or exert up to 10 pounds of force occasionally. Occasionally, the employee is required to lift or exert force of up to up to 50 pounds.

The preceding statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not to be construed as an exhaustive list of all job duties performed by personnel in this position.

I have read and understand the above Position Description:

Employee Signature	Date
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