

## JOB DESCRIPTION

### CASE MANAGER

#### NON-EXEMPT

The Case Manager is part of the agency's Client Services Team, which provides services to individuals and families experiencing crisis or barriers to self-reliance. This Case Manager is a member of the Client Services Team and collaborates with them in reaching Team goals.

The Case Manager will be responsible for coordinating services based on identified goals and desires of families seeking to increase family stability, expand individual and family functioning and decrease the reliance on external public support to meet basic needs. This position will function within the Client Services Team to provide specialized expertise in all client service-related areas and will provide clerical and administrative support.

This position is supervised by and accountable to the Support Services Manager.

#### **FAMILY DEVELOPMENT DUTIES & RESPONSIBILITIES – 65%**

- Provide consultation with individuals and families in areas of service.
- Maintain confidentiality of client information.
- Assist families in establishing goals by incorporating family development best practices.
- Establish with families a plan of action, based on strengths and capacities, which minimizes or removes barriers to progress toward their goals.
- Coordinate with the family and service providers, services appropriate to the plan.
- Coordinate with the family and service providers to provide referrals and services appropriate to meet the goals of the family.
- Provide ongoing support to families in their efforts to exit poverty.
- Identify and promote opportunities for families to become involved in community activities.
- Maintain accurate records of client interviews.
- Schedule families for services as appropriate.
- Have knowledge of all agency programs.
- Backup for reception duties and other Team members.
- Participate in consultations with intra-agency Client Services Team members.
- Build and maintain relationships with external social service providers to facilitate effective referral and direct services.

## **GENERAL ADMINISTRATIVE/CLERICAL SUPPORT DUTIES & RESPONSIBILITIES – 35%**

- Provide information and support to families in designated areas of service.
- Coordinate communication and contract activities between Case Managers.
- Organize and maintain agency centralized database and case files.
- Perform functions related to documentation for program eligibility.
- Perform general filing, photocopying, and typing as needed.
- Organize, update, and maintain individual files as needed.
- Assist in preparation of data for reports.
- Provide reception as needed.
- Perform other duties as assigned.
- Organize and teach classes.

## **QUALIFICATIONS**

- Ability to work on a Team.
- Strong communication and interpersonal skills.
- Demonstrated understanding of Low-income culture.
- Bilingual (English/Spanish) desired.
- Demonstrated experience with or willingness to learn about Client Services and Housing Services of the agency.
- Demonstrated experience or education in family support and/or counseling.
- Basic clerical skills.
- Willingness & ability to travel on agency business.
- Valid Washington Auto Insurance coverage
- Valid Washington State driver's license with acceptable driving record

## **PHYSICAL DEMANDS ON THE JOB**

While performing the duties of this job, the employee is constantly required to sit, talk, see, and hear. The employee is constantly required to stand, walk, or use hands to finger, handle, or feel objects, standard keyboards and office equipment or controls and reach with hands and arms. The employee will occasionally need to lift and/or move objects up to 20 pounds and seldom lift and/or move objects up to 20 pounds above their head. Noises in the work environment are usually moderate.