



## POSITION ANNOUNCEMENT

**Title:** Case Manager  
**Job Location:** 424 S. 2<sup>nd</sup>. Ave.  
Okanogan, WA 98840

**Description:** Okanogan County Community Action Council is seeking a motivated individual to fill our Case Manager position. The Case Manager will work closely with other members of the Client Services team to help provide services to individuals and families experiencing crisis or barriers to self-reliance.

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 requires the employee to have strong communication and interpersonal skills, a demonstrated understanding of the low-income culture, and experience or education in family support and/or counseling, and willingness. Bilingual (English/Spanish) is required.

OCCAC is a local non-profit agency comprised of a volunteer board and paid staff members who help clients throughout Okanogan County with various social service needs. Okanogan County Community Action Council's mission is to lead a revolt on poverty through education, empowerment, and engagement.

**Wages and Benefits:** This position is paid \$17.00 to \$24.00 per hour as a non-exempt employee. Wage is based on skills and experience. Employees are eligible for the agency benefits package which includes medical, dental, vision, life/AD&D insurance, a simple IRA plan, Health Savings Account, 11 paid holidays per year, and vacation/sick leave.

**How to Apply:** Visit our website at [www.occac.com](http://www.occac.com) to view the job opening. Click the "About Us" tab at the top of the page. Then select the "Employment" link. **Interested applicants must submit an OCCAC job application, cover letter & resume to:** Okanogan County Community Action Council, Attn: HR, P.O. Box 1067, Okanogan, WA 98840, [hr@occac.com](mailto:hr@occac.com).

**Application Deadline:** This position is open until filled, first review Friday, April 5, 2024.

*Okanogan County Community Action Council is an equal opportunity employer.*

Position title	Department	Reports to
Case Manager	Client Services	Support Services Manager
Employment status	FLSA status	Effective date
<input type="checkbox"/> Temporary <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time. (40 hours per week)	<input checked="" type="checkbox"/> Nonexempt <input type="checkbox"/> Exempt	04/01/2024

## Position Summary

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.

## Essential Duties and Responsibilities

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

### Duties & Responsibilities

- 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.
- 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.
- Reception as needed. Relief for breaks, lunches, time-off.
- Organize and teach classes.
- Perform other duties as assigned.

## Minimum Qualifications (Knowledge, Skills, and Abilities)

**Experience:** One year in related field.

**Education:** Highschool Diploma/GED.

### Preferred knowledge:

- Demonstrated understanding of Low-income culture.
- Demonstrated experience or education in family support and/or counseling.

### Skills:

- Strong communication and interpersonal skills.
- Excellent time management.
- Provide outstanding customer service.
- Basic clerical skills.

### Abilities:

- Ability to work on a Team.
- Bilingual (English/Spanish) required.
- 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.
- Willingness & ability to travel on agency business.
- Valid Washington Auto Insurance coverage
- Valid Washington State driver's license with acceptable driving record

## Physical Demands and Work Environment

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodation may be made to enable individuals with disabilities to perform the functions. 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 is constantly required to climb ramps/stairs, crouching, foot/leg control, gross manipulation (seizing, holding, grasping, turning). The employee will often need to lift and/or move objects at waist-high up to 50 pounds and often lift and/or move objects up to 30 pounds above their head. Noises in the work environment are usually moderate. Employees in this position often work in a cold storage environment and take on other labor tasks as assigned.

## Note

This job description in no way states or implies that these are the only duties to be performed by the employee(s) of this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the employee(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an at-will relationship.