



POSITION ANNOUNCEMENT

Title: Case Manager

Job Location: 424 S. 2nd. 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 preferred.

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: The starting range is \$17.34 to \$24.00 per hour as a non-exempt employee. The salary range is \$17.34 - \$31.32 per hour. Wage is based on knowledge, skills, and experience. Employees are eligible for the agency benefits package which includes medical, dental, group and voluntary life insurance/AD&D, 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 to view the job opening. **Interested applicants must submit a cover letter & resume, and OCCAC application to:** Okanogan County Community Action Council, Attn: HR, P.O. Box 1067, Okanogan, WA 98840, or hr@occac.com.

Application Deadline: First review January 3, 2025. This position is open until filled.

Okanogan County Community Action Council is an equal opportunity employer.

Position Title	Department	Reports to
Case Manager	Support Services	Support Services Manager
Employment Status	FLSA status	Effective date
<input type="checkbox"/> Temporary X Full-time <input type="checkbox"/> Part-time. (32-40 hours per week)	<input checked="" type="checkbox"/> Nonexempt <input type="checkbox"/> Exempt	12/09/2024

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: Entry Level, one year of related field preferred

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) 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.
- Willingness & ability to travel on agency business.
- Valid Washington Auto Insurance coverage
- Valid Washington State driver's license with acceptable driving record

Physical Demands:

Sitting: Administrative staff typically spend a significant amount of time sitting at a desk or workstation to perform their duties.

Computer Use: Regular use of computer systems and office equipment is common, requiring proficiency in typing, data entry, and use of software applications.

Phone Communication: Handling phone calls and possibly prolonged periods of talking on the phone.

Filing and Organization: Occasionally involves lifting or carrying files or boxes of documents, though typically not heavy lifting.

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.

Office Setting: Administrative staff usually work indoors in a climate-controlled office environment.

Noise Levels: The office environment can vary in noise levels, ranging from quiet work areas to more active and interactive settings.

Collaboration: Interaction with colleagues, supervisors, and occasionally clients or visitors is typical, requiring good interpersonal and communication skills.

Work Hours: Generally, follow standard office hours, though occasional overtime or flexibility may be required depending on the organization's needs.

Additional Considerations:

Ergonomics: Awareness of ergonomic practices for desk setup and posture to minimize strain or injury.

Multitasking: Ability to manage multiple tasks and priorities efficiently in a fast-paced environment.

Confidentiality: Often required to handle sensitive information and maintain confidentiality.

Professionalism: Maintaining a professional demeanor and appearance is usually expected.

OCCAC Values

Integrity

- We treat the community members we serve with humanity, compassion, and excellent customer service no matter the circumstances they are facing.
- We do what we say we will do. Promises made, promises kept.
- We actively cultivate an environment of trust and honesty.
- We are dependable, knowledgeable, and honest in our daily work.

Accountability

- We do our work with high quality and transparency.
- We are flexible and adaptable to meeting community needs.
- We actively listen and are open to feedback and improvement.
- We take responsibility for our mistakes and learn from them.

Advocacy

- We ensure that the people and communities most affected by poverty are visibly leading our work.
- Our diverse community is represented in our staff and the services we provide.
- We help navigate and fight against bureaucracy and systems that are inequitable and keep people in poverty.

Community

- We pitch in when there is a need for our community, clients, and coworkers, to support their success.
- We actively listen to our community members, so they feel heard and have a voice.
- We have empathy for people in need and help them catch a break. Everyone deserves a chance.
- We work closely with partner organizations to strengthen our impact.
- We welcome energetic conversations across diverse perspectives and challenge each other respectfully by focusing on the idea and not the person.
- We uplift each other and make each other laugh

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.

The company is an equal opportunity employer, drug-free workplace, and complies with ADA regulations as applicable.

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.