



TITLE	Case Manager
REPORTS TO	Manager of Pathways Program
JOB SUMMARY	Responsible for immediate needs service requests and referral, resource and education for self-sufficiency related issues. Provide empowerment-based case management leading to self-sufficiency.
CLASSIFICATION	Full-time; non-exempt Mon/Tues/Wed/Fri 8:30am – 5:00pm Thurs 10:00am – 6:30pm

DUTIES/RESPONSIBILITIES

- Interview, assess and assist Intervention Services and Pathways participants with immediate needs service requests according to established procedures
- Provide holistic assessment for self-sufficiency and provide appropriate services, referrals and education
- Engage in self-sufficiency planning through ongoing empowerment-based case management
- Conduct weekly to bi-weekly case management meetings (based on need) focused on creating and maintaining a plan to achieve self-sufficiency
- Complete Self-Sufficiency Matrix tool pre, mid and post intervention with each case and report statistics on a monthly basis.
- Facilitate family and community partner meetings to engage collective impact regarding holistic self-sufficiency plans
- Enter, edit and document client records in web-based Homeless Management Information System (HMIS) database. Full competency in HMIS is required in 60 days
- Prepare and present cases for staffing to manager and team in a group setting
- Provide routine support to program volunteers on a daily basis
- Refer participants to outside agencies when appropriate
- Maintain daily records and program documentation
- Maintain good communication with Program Services staff
- Attend weekly Pathways Program meetings
- Maintain good working relations with external community service providers and volunteers
- Provide support to other program services staff during challenging situations
- Maintain participant-related bulletin boards with updated resource information
- Attend the Action Center functions and/or special events as needed
- Update participant resource handouts as needed

KNOWLEDGE, SKILLS AND ABILITIES

- Bachelors in Social Work or related field; or equivalent work experience, plus 2-3 years of case management experience or Masters in Social Work or related field
- Requires a minimum of two years of work/volunteer experience with vulnerable populations
- Foundational case management skills with an awareness of and dedication to basic human needs
- Prefer bilingual in Spanish or Russian
- Excellent computer skills, including Word, Internet, email, calendar and databases
- Good organizational skills, ability and willingness to exercise initiative, judgment and work independently
- Competency in boundary setting as well as de-escalation
- Ability to relate well to staff, participants, volunteers, and professional service providers
- Must be a team player

Email resume and cover letter to: jobs@theactioncenterco.org
Currently interviewing - please apply as soon as possible. Posting will remain open until filled.

The Action Center is an equal opportunity employer