

Economic Security Corporation Job Description

Job Title: Case Manager
Division: Community Development
Reports To: Community Development Director/Assistant Community Development Director
FLSA Status: Non-exempt
Revision Date: September 17, 2019
Job Classification: Grade 5

SUMMARY

The Case Manager provides intensive case management services to clients and works with the community to develop new opportunities for the low-income and works on community projects.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Provides intensive case management techniques based on “Strengths” Based approach.
2. Provides outreach to low-income clients, assesses their needs, and refers to appropriate programs through a computerized management information system.
3. Provides emergency assistance to alleviate crisis situations by referring to agency programs and/or programs of other agencies.
4. Develops and works with a volunteer network for various programs.
5. Develops, organizes, and conducts “learning” workshops and/or networking opportunities for low-income families.
6. Develops other Family Development initiatives in the community.
7. Responsible for meeting minimum contractual requirements.
8. Recruits low-income representatives for ESC Board of Directors and meets minimum for recruiting as assigned by division director.
9. Responsible for organizing and coordinating community based projects as assigned.
10. Completes monthly and quarterly reports and other special reports required in a timely manner.
11. Maintains error ratio of less than 12% measure on program applications submitted for payment.
12. Acts as a community advocate by speaking to community organizations and other community meetings.
13. Recruits and interviews applicants, determines eligibility through background checks and applicant statements/information.
14. Completes follow up assignments as required by program contract(s).
15. Ensures that all guidelines required by contracts are achieved, including frequency of case management and development of employability options.

16. Maintains records required by funding sources, governmental regulations or agency policies.
17. Meets minimum requirements of Family Development units as assigned by division director.
18. Develops professional relationships with community agencies in order to better serve low-income families.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

EDUCATION and/or EXPERIENCE

Bachelor's degree in Social Work, Sociology, Psychology or related field from a four-year college or university; or one to three years related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customer/clients or employees of organization.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

COMPUTER SKILLS

Proficient personal computer skills, including electronic mail, record-keeping, routine database activity, word processing, spreadsheet, graphics, etc.

PLANNING/ORGANIZATION

Ability to prioritize, organize, and delegate assignments.

CERTIFICATES, LICENSES, REGISTRATIONS

Must have valid driver's license, have reliable transportation and meet Missouri automobile liability minimum requirements.

PHYSICAL DEMANDS The physical demands described here 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.

While performing the duties of this job, the employee is regularly required to stand; walk, sit; use hands to finger, handle or feel; and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch or crawl; and taste or smell. The employee must frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision, and peripheral vision. This position has sedentary physical activity performing non-strenuous daily activities of an administrative nature.

WORK ENVIRONMENT The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The working conditions are well-light, heated and/or air-conditioned indoor office setting with adequate ventilation. The noise level is usually moderate.

Employee Signature

Date

Employee Name