



**Inter-County Community Council
Family Services Department
Case Manager
Position Description**

Position Title: Case Manager

Reports to: Family Service Director
Supervises: None
Schedule: Full-Time: 40 Hours/Week- 8:00-4:30
Location: Thief River Falls / All Staff Days- Oklee Office
Classification: Non-Exempt
Pay Range: Grade 06

Summary

The Case manager will recruit, coach, and provide comprehensive coordination of services to homeless and at risk of becoming homeless youth, individuals, and families.

Duties and Responsibilities/Essential Functions

- Develop a comprehensive understanding of the state and federal rules and regulations of the programs administered in the Family Service Department.
- Recruit and interview potential program participants.
- Collect data to determine program eligibility based on application and documentation.
- Provide comprehensive case management services aimed at reducing academic, personal, environmental, income and work-related barriers that prevent participants from obtaining or securing housing.
- Maintain follow-up contacts with participants through telephone, mail, and face to face meetings.
- Enter participant information into designated computerized reporting system.
- Maintain accurate and up-to-date participant files.
- Develop and maintain relationships and partnerships with community based organizations and landlords that lead to enhanced services for participants.
- Connect participants to community resources to address individual/family needs. Report on the effectiveness of the referral and if any of the needs are unmet.
- Ensure confidentiality of all data to maintain compliance with federal, state, and local laws, regulations, policies and procedures.
- Provide information on services offered at various outreach events.
- Must be a self-starter and work independently.
- Prioritize and plan work activities and use time efficiently and effectively.
- Maintain a good working relationship with co-workers, funders, vendors and other organizations relevant to the homeless program and/or community action agency.
- Attend required meetings, training, seminars, and conferences as needed/required to enhance expertise and professionalism in agency activities as scheduled by the Director and/or funding source, outside agencies, etc. to fulfill job/project(s) requirements
- Perform all other duties as assigned by Supervisor and/or Director.

Supervisory Responsibilities

None

Education and Experience

- High School Diploma or equivalent required.
- Bachelor degree in Social Work, Human Service or related field or 2 years of work experience in a Human Service agency or Non-profit agency.
- Working knowledge of modern office communication systems: e-mail, voice mail, computer systems, and ability to operate office equipment; such as fax, copy machine and calculator.

Key Competencies

To execute 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:

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- Effectively organize, prioritize, solve problems and handle multiple tasks while maintaining high quality of work and meeting deadlines.
- Work independently, with minimal supervision, as well as work within a team environment. Demonstrates teamwork by cooperating with and assisting co-workers as needed.
- Experience in maintaining detailed records on a computer system and handwritten documents.
- A positive ambassador of ICCC and its mission as you represent the agency by your actions and by your spoken and unspoken word.
- Work under pressure, in stressful situations and with frequent interruptions.
- Contribute to and participate in strategic planning, program self-assessment and other efforts to improve program services and agency responsiveness.
- Make decisions and act based on ICCC code of conduct principles and the Community Action Code of Ethics.
- Ability to respond competently and positively to the culture, traditions, lifestyles, language and values of each individual, family and community.
- Articulate an awareness of self, values, and ethics as they have an impact when working with families.
- Display a positive, professional and respectful demeanor at all times toward employees, peers, professional contacts and participants served.
- Identify and reflect on personal values, experiences and biases that facilitate and present barriers in working with certain groups of people.
- Good communication skills; verbal and written, technical and non-technical.
- Ability to maintain the integrity of confidential employment, participant, and business information.
- Pass a criminal background check.
- Minnesota Driver's license required
- Travel to various locations during the day and occasional overnight stay(s) will be required.

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 occasionally required to:

- Walk short distances to obtain documents from printing locations.
- Stand
- Sit for extended periods of time.
- Use hands and fingers to type/write for extended periods of time
- The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 30 pounds.
- Specific vision abilities required by this job include; close vision, distance vision, and the ability to adjust focus.

Work Environment

Employee will be located in office or cubical setting. Employee may need to meet participants at another location depending on the need of the participant. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Acknowledgement

This job description describes the general nature and level of work performed by an employee assigned to this role. It does not imply that these are the only duties and responsibilities to the job. The employee may be required to perform other duties as requested by the Supervisor/Director. All requirements are subject to change over time.

Signature

Date

I acknowledge that this job description is neither an employment contract nor a legal document and does not alter the employment at-will status. I have received, read, and understand the expectations for the successful performance of this job.

Signature

Date