



Hand-Up, Inc. DBA Voluntary Action Center

Employee Job Description

Job Title: Case Manager

Job Category: Part-Time / Hourly

Pay Scale: \$12.00 to \$15.00 hourly rate

Weekly Hours: 20 to 40

Role and Responsibilities

The primary responsibility of the Case Manager (CM) is to provide case management and financial assistance for Voluntary Action Center (VAC) clients. The CM will strive to assist families to become self-sufficient in their household operations and provide referral services where necessary.

The duties of the CM include but are not limited to:

- Serves as the primary point of contact for individuals and families who visit or call the VAC.
- Administers all client services programs which includes food pantry, rent/mortgage and utility assistance, prescription assistance, thrift store vouchers, transportation vouchers, laundry/showers and Bridge Program.
- Maintain appointment logs and wait list reports and data.
- Provides financial and budget coaching to clients as necessary.
- Completes in-take process for new Bridge clients and reviews application for completion and collects required identification and program related documents.
- Create a weekly/monthly case plan, for each Bridge client, listing goals to achieve self-sufficiency. Monitor the client's case plan weekly and provide necessary coaching/training where needed.
- Provide on-going and follow-up case management services to Bridge clients for emergency shelter programs, homeless prevention, and rapid re-housing programs.
- Evaluate clients' immediate needs and provide community resource referrals and assistance to obtain services for needs currently not being met. (EX: Food Stamps, Medicaid, WIC, GA Job Ready, GED, Documents such as Driver's License and Birth Certificates)
- Assist clients with establishing permanent housing, with local housing authority or other approved income-based housing entity. Provide referral letters as necessary.
- Collect Client Data and enter into Charity Tracker and other client tracking systems as required.
- Prepare and submit client services payment requests to Executive Director for approval.
- Provide feedback to the Executive Director regarding programs or suggestions for improvements.
- Maintain monthly data reports for service records and report to Executive Director monthly.

Time Distribution Analysis

Case Management Services: 80%

Program Administration: 20%

Management Responsibilities and Chain of Command

No management responsibilities. The Case Manager reports directly to the Executive Director.

Qualifications

- High School Diploma or Equivalency
- Minimum two years' case management experience
- Preferred: Prior experience working with homeless or low-income individuals and families
- Preferred: Prior Non-Profit experience