



Job Title: Case Manager

Job Category: Part-Time / Hourly

Pay Scale: \$12.00 to \$16.00 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 in becoming self-sufficient in 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, including food pantry, rent/mortgage and utility assistance, thrift store vouchers, transportation vouchers, laundry/showers, and the Bridge Program.
- Maintain appointment logs and waitlist reports and data.
- Provides financial and budget coaching to clients as necessary.
- Completes in-take process for new Bridge clients, reviews applications for completion, and collects required identification and program-related documents.
- Create a weekly/monthly case plan for each Bridge client, listing goals for self-sufficiency. Monitor the client's case plan weekly and provide necessary coaching/training where needed.
- Provide ongoing 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)
- Collect client data and enter it into Charity Tracker and other client tracking systems as required.
- Prepare and submit client services payment requests to the 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 the 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
- Preferred: Fluent in Spanish and English



Voluntary Action Center

The Heart of a Caring Community

343 South Wall Street • P.O. Box 631 • Calhoun, GA 30703 • PH: 706-629-7283 • Email: voluntaryaction@comcast.net

Application for Employment Package

PLEASE READ CAREFULLY

Thank you for your interest in Hand-up, Inc. DBA – The Voluntary Action Center. **To have your application processed, you must thoroughly answer all questions on the application form. Applications filled out incompletely will not be considered.** While we encourage you to attach a resume, a resume will not substitute for completing any portion of this application. All information will be treated confidentially.

The Voluntary Action Center is an Equal Opportunity Employer that considers applicants for all positions without regard to race, color, religion, sex, age, national origin, disabled or veteran status, or other legally protected status.

Due to the volume of applications received, only those applicants selected for an interview will be contacted. Please do not contact our office with inquiries.

Applications may be submitted by the following methods:

Mail: Voluntary Action Center
Attn: Job Applications Dept.
PO BOX 631
Calhoun, GA 30703

E-mail: handsupvac@gmail.com

APPLICATION FOR EMPLOYMENT

PERSONAL INFORMATION: (Please Print Clearly & Complete Entire Application)

Name: _____ Date of Application: _____

Street Address: _____ City: _____ ST: _____ Zip: _____

Phone: _____ E-mail: _____

APPLICATION QUESTIONS:

Position Seeking: _____ Salary Requirement: _____ Date Available to Work: _____

Are you eligible for employment in the United States? No
 Yes

Have you ever been employed by Hand-up Inc. or served as a volunteer? No
 Yes

If yes, please explain: _____

Are you related by blood or marriage to any individual currently employed by this organization? No
 Yes

Have you ever been terminated for cause or asked to resign from a former employer? No
 Yes

If yes, please explain: _____

Have you ever been convicted of a crime other than a minor traffic violation? No
 Yes

If yes, please provide a detailed explanation and include date of final disposition of the case and nature of the offense. This information will not necessarily disqualify you from employment but false or misleading information will. Factors such as age and time of the offense, seriousness and nature of violation, and rehabilitation will be taken into account.

EDUCATION:

High School:

Name: _____ City/State: _____

Number of Years Completed: _____ Diploma or GED: No Yes

College or Technical School:

Name: _____ City/State: _____

Number of Years Completed: _____ Degree: No Yes Degree Type: _____

Other School or Training:

Name: _____ City/State: _____

Area of Study: _____ Degree or Diploma: No Yes Degree/Diploma Type: _____

EMPLOYMENT HISTORY: (Please list positions starting with most recent)

Employer: _____ Phone: _____ May We Contact: No Yes

Address: _____ City/State: _____

Position Title: _____ Supervisor Name: _____

Start Date: _____ End Date: _____ Beginning Salary: _____ Ending Salary: _____

Duties: _____

Reason for Leaving: _____

Employer: _____ Phone: _____

Address: _____ City/State: _____

Position Title: _____ Supervisor Name: _____

Start Date: _____ End Date: _____ Beginning Salary: _____ Ending Salary: _____

Duties: _____

Reason for Leaving: _____

Employer: _____ Phone: _____

Address: _____ City/State: _____

Position Title: _____ Supervisor Name: _____

Start Date: _____ End Date: _____ Beginning Salary: _____ Ending Salary: _____

Duties: _____

Reason for Leaving: _____

Employer: _____ Phone: _____

Address: _____ City/State: _____

Position Title: _____ Supervisor Name: _____

Start Date: _____ End Date: _____ Beginning Salary: _____ Ending Salary: _____

Duties: _____

Reason for Leaving: _____

WORK REFERENCES: (Do not include relatives)

	Name	Job Title	Years Known	Phone	E-mail
1.	_____	_____	_____	_____	_____
2.	_____	_____	_____	_____	_____
3.	_____	_____	_____	_____	_____

PERSONAL REFERENCES:

Name	Relationship	Years Known	Phone	E-mail
1. _____	_____	_____	_____	_____
2. _____	_____	_____	_____	_____
3. _____	_____	_____	_____	_____

SKILLS AND QUALIFICATIONS:

Secondary Languages: _____ Fluency: _____

Computer Skills: Word Excel Power Point Online Data Entry

Please summarize and other qualifications:

APPLICANT AUTHORIZATION STATEMENT: (Please read carefully before signing)

I understand that employment with Hand-up Inc. DBA Voluntary Action Center (the Organization) is at-will, meaning that I or the Organization may terminate my employment at any time, or for any reason consistent with applicable state or federal law.

I authorize the Organization to conduct a thorough background investigation of my work and personal history, to verify all data provided on this application or during interview(s). I hereby release the Organization, and its representative or agents, from any liability that might result from such an investigation. I authorize all individuals, schools, and firms name to provide any requested information and release them from all liability for provided requested information.

I understand that the Organization requires the successful completed of a criminal background check and may require a drug test as a condition of my employment.

I understand this application will be active for a period of 90 days; after that time, if I wish to be considered for employment, I must submit a new application. I certify that all statements in this application are true and understand that any falsification or willful omission shall be sufficient cause for dismissal or refusal to employ.

Signature of Applicant: _____ **Date Signed:** _____