

JOB DESCRIPTION
CSBG/CEAP CASE MANAGER / ADMINISTRATIVE ASSISTANT

Full-time; Non-exempt

I. GENERAL DESCRIPTION

The Case Manager / Administrative Assistant acts as a liaison between the Agency and the population it serves. By working in the community, the Case Manager / Administrative Assistant should provide knowledge of the agency and community resources. In some cases, the Case Manager / Administrative Assistant must perform direct services in order to secure the skills, knowledge, motivation, opportunities, and services for low-income families to become self-sufficient and to work toward removing structural barriers to self-sufficiency.

II. QUALIFICATIONS

A. Education: High School or GED required. Completion of two or more years from an accredited college or university; may substitute full-time case management customer service, complex clerical, secretarial or closely related experience for required education on a year-for-year basis.

B. Experience: One to two years of customer service and case management experience. Must be skilled in the use of computer hardware and software for word processing and data entry retrieval. Typing skill of at least 30 WPM is required.

III. PERSONAL QUALITIES

The Case Manager / Administrative Assistant must be capable of communicating both written and verbally with the public and staff in a professional, polite, and respectful manner. S/he must be sincerely interested in the problems of the poor and willing to work with the low-income family unit by having a sincere interest in helping people, with a willingness to participate in local projects, and ability to encourage others to do so. S/He must possess professional and courteous telephone etiquette. S/He must be dependable and have a strong willingness to learn. S/He needs to be able to work on special projects from beginning to end without direct supervision. S/He must possess strong computer skills in Microsoft Suites and research capabilities. S/He must be supportive of Tri-County, its' programs, and objectives. S/he must be supportive of Tri-County, its' programs, and objectives. S/he must be physically able to effectively perform the duties and requirements of the job. S/he must be able to operate a variety of automated office machines, including computers, copiers, faxes, telephones, calculators, etc. S/he must be highly organized and capable of prioritizing with effective time management skills. S/he must be able to comprehend and become knowledgeable of federal laws and regulations relevant to all program areas of Tri-County. S/he must be able to lift between 20-25 lbs. S/he must have a valid Texas driver's license and be insurable by the agency's insurance company.

IV. SPECIFIC AREAS OF RESPONSIBILITY- CASE MANAGER

- Work closely with low-income family and resource agencies in order to make referrals.
- Depending on funding availability, provide a minimum of 4 client intakes each day and complete necessary paperwork required to be maintained in the case file.
- Interview, assist and certify clients, and complete required paperwork under the CSBG/CEAP, Weatherization, EFSP, local utility programs, and any other emergency funded programs.
- Ensure that all information is correct, completed, entered in the SHAH system, maintained in the case file and then filed in a secure location at the end of each working day.
- Plan, coordinate, and implement community projects and programs, such as recycling clothing, distribution of clothing, collection of clothing, family budgeting, family planning, and any other projects and programs which will meet the needs of the low-income family unit.
- Attend weekly staff meetings and work sessions either by conference calls or at the central office in Center, TX.
- Participate in the planning and evaluation sessions with other case managers and supervisors to improve the services and projects provided by the Agency.
- Work with community leaders in order to develop community support and establish needs of the community.
- Establish and maintain effective working relationships with the county, city, local organizations and community resources.
- Respond to inquiries and complaints from customers in a timely manner.
- Prepare and provide to the supervisor, complete weekly schedules, time sheets, mileage sheets, travel sheets, follow-up reports, leave requests, and any other forms required by supervisor in a timely manner.
- Attend workshops and training sessions as assigned. May include out-of-town, overnight travel.
- Due to limited travel allowance, the following conditions will be necessary: maximum use of phone facilities; request for travel forms must be completed prior to traveling; and schedule all traveling in order to receive the maximum benefits.
- Responsible for providing case management to no less than 4 clients per year; with the intent of transitioning 2 out of poverty.
- Documents all actions taken.
- Attends work regularly according to Agency leave policy.
- Complies with all agency policies and procedures, including but not limited to applicable security and safety rules, regulations and standards.
- Perform other program related tasks and duties required or assigned by the supervisor.

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V. SPECIFIC AREAS OF RESPONSIBILITY- ADMINISTRATIVE ASSISTANT

- Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals.
- Arrange conferences, meetings, and travel reservations for office personnel.
- Complete forms in accordance with company procedures.
- Compose, type, and distribute meeting notes, routine correspondence, and reports.
- Greet visitors and callers, handle their inquiries, and direct them to the appropriate persons according to their needs.
- Maintain scheduling and event calendars.
- Maintain records for the programs.
- Make copies of correspondence and other printed material.
- Schedule and confirm appointments for clients, customers, or supervisors.
- Set up and maintain filing systems for records, correspondence, and other material.
- Take minutes and transcribe information.
- Coordinate conferences and meetings, travel expense for Social Services Director.
- Manage projects, and contribute to team work.
- Order and dispense supplies.
- Provide services to customers, such as account information.
- Responsible for ensuring all vendor agreements are updated.
- Maintain updated Board of Directors information.
- Responsible for job and agency ads to be placed in the newspapers.
- Should be proficient in office skills, including basic computer skills.
- Other duties as assigned.
- Responsible for most ads for the agency
- Board Election ads and holding election
- Purchase orders
- Facilitate transportation activities (maintenance, registration, etc.)

VI. SUPERVISORY DUTIES

None

VII. IMMEDIATE SUPERVISOR

Social Services Director

COPY RECEIVED BY: _____

DATE: _____