

**JOB DESCRIPTION
CSBG/CEAP CASE MANAGER**

Full-time; Non-exempt

I. GENERAL DESCRIPTION

The Case Manager acts as a liaison between the Agency and the population it serves. By working in the community, the case manager should provide knowledge of the agency and community resources. In some cases, the case manager 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 years (sixty credit hours) from an accredited college or university; may substitute full-time 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 experience preferred. 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. Experience with the SHAH software highly preferred.

III. PERSONAL QUALITIES

The Case Manager 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 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

- 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.

V. SUPERVISORY DUTIES

None

VI. IMMEDIATE SUPERVISOR

Social Services Director

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COPY RECEIVED BY: _____

DATE: _____