ICA – Case Manager

ICA is a large social service agency in the western suburbs of the Twin Cities. Be a part of our team where our mission is to create a healthy and stable community for all. Every day we work to uphold the dignity of our neighbors in need as they strive for self-sufficiency and to share the ongoing work of assisting our neighbors in partnership with the congregations, organizations, businesses and individuals in our communities. Our three primary programs are: Food, Housing Stability and Employment Support.

Primary Location of Services
Western Twin Cities suburbs of Hopkins, Minnetonka, Excelsior, Shorewood, Greenwood, Deephaven and Woodland

Type
Full-time: 40 hours Monday – Friday and occasional Saturday’s

Program Area
Client Services

Job Description
- Assist clients in food shelf and off-site Market and Resource Centers as needed
- Advocate on behalf of clients as they navigate social service systems
- Provide crisis intervention and general problem solving to families and individuals facing multiple barriers to stability
- Meet with new food shelf participants to review the policies and guidelines of food shelf use; discuss additional resources available in the community and make personalized referrals
- Provide financial assistance or referrals to clients through client interviews, analysis of requested documentation, landlord communications and team reviews to provide appropriate individual assistance based on individual need
- Maintain accurate database records reflecting interactions with clients
- Contribute and participate in ongoing best practices and case reviews with Client Services Team
- Establish and maintain cooperative working relationships with county and community agencies to ensure accurate referral information. Utilize these connections to identify overlaps and gaps in services.
- Identify and participate in community outreach opportunities to ensure those residing in ICA’s service area know of our services
- Provide support to volunteers regarding client service and participate in volunteer orientations
- Track and maintain financial records in accordance with funders requirements
- Participate with other staff in developing guidelines for ICA services and generate ideas that result in robust services that respond to community needs
- Represent ICA at various community functions / meetings
- Support special events teams at various events throughout the year
- Other aspects of the role as requested
- Travel between locations within ICA’s service area as required

This position reports to the Lead Case Manager
Work Experience
- Three or more years of experience working with diverse communities; ethnic, racial, socio-economic and those experiencing mental health issues.
- Three or more years of nonprofit experience preferred

Education and Knowledge
- LSW, BA or higher in social work, human services or other related field preferred
- Fluency in Spanish, Russian or Somali preferred
- People of diverse backgrounds are encouraged to apply

Other Qualifications
- Strong people skills; empathetic, understanding of privilege, and barriers our neighbors face
- Ability to adapt to a variety of situations
- Excellent verbal and communication skills
- Takes initiative, self-directed
- Ability to work independently and as part of a team as situations arise
- Problem solver
- Computer applications such as Microsoft Office Suite and internet usage

Benefits
ICA is committed to providing medical/dental benefits, paid time off (PTO), paid holidays, life insurance policy and a 403b retirement plan with employer match

To Apply
Submit resume and cover letter to Felicia Massey, Lead Case Manager; felicia@icafoodshelf.org or to, 11588 K-Tel Drive, Minnetonka, MN 55305