

Yamhill Community Action Partnership Job Description

POSITION TITLE: Case Manager
RESPONSIBLE TO: Client Services Manager

RESPONSIBLE FOR:

This is a full-time, non-exempt position providing case management to seniors, disabled and low-income individuals and families. It involves analysis of their situation, application of possible services available to help, and on-going goal-setting and case management to ensure the individual or family is stabilized.

ESSENTIAL DUTIES:

1. Create a positive team atmosphere providing quality service to clients, staff and volunteers through active listening, positive problem solving, and timely responses.
2. Assess client needs and provide referrals to agency programs or to other community resources as appropriate.
3. Provide case management for clients in agency programs including such things as applications to services, goal setting, advocacy, and referrals to partner agency services.
4. Provide timely report, input data, and ensure all files and reports are accurate and grant standards are met. Assist with data for monitoring site visits.
5. Assist with shelter management and residents, ensuring rules are followed and the shelters are maintained.
6. Assist with agency activities around homelessness including such things as the Homeless Count and the Community Connect.
7. Collaborate with other agencies, businesses and volunteers to ensure that agencies' programs coordinate to provide the best use of resources.
8. Other duties as assigned.

KNOWLEDGE, SKILLS, & ABILITIES

- BA degree in sociology and/or equivalent experience
- Knowledge of computers, software programs and databases
- Skill in verbal and written communications
- Skill in problem solving and team work
- Ability to maintain confidentiality of client and organizational information
- Ability to work independently on multiple projects in a timely fashion
- Ability to work with diverse people, organizations and situations
- Ability to work with a flexible schedule
- Ability to meet insurance requirements on driving record