



Title: Case Manager I

Salary and Benefits: \$11.50/hour; 20 hours/week

Partial Benefits

Duties and Responsibilities:

Under the supervision of the Family Development program manager, complete the following tasks:

- Serve as a supporting member of the Family Development team,
- Interview and assess clients' crisis and immediate needs,
- Utilize Community Action Services resources to provide assistance accordingly,
- Assist clients to develop self sufficiency plans of action and provide community resources referrals,
- Identify and recruit eligible participants for program's supportive case management,
- Perform follow-ups and outreach visits to continue case management activities,
- Teach family skill classes; facilitate self-empowerment training; and follow up with additional training materials
- Efficiently, expeditiously, and accurately document data on hard copies and into various computer programs,
- Assist with grants monitor preparations and visits,
- Perform after-hour, on-call duties every 3-5weeks (Mon – Sun),
- Other roles and duties as assigned by program manager and directors (Perform housing habitability inspections and lead inspections, Plan and facilitate family activities and document outcomes...)

Qualifications:

- High school completion,
- Minimum of two years of post secondary education in Human Services or Social Work fields, AND
- Minimum of two years work experience in a related position providing counseling and services to the low income and homeless populations, OR
- An equivalent combination of education and experience substituting on a year-to-year basis,
- Knowledge and understanding of resources available in the Family Development program and in the community,
- Have excellent written and oral communication skills, and the ability to conduct training in a

- professional manner,
- Data entry experience and knowledge of basic office computer programs; Capable of learning new programs,
- Ability to remain calm and professional under stressful situations,
- Ability to interact and communicate well with low income and/or homeless individuals experiencing crisis and under extreme stressful situations,
- Ability to work well as a supporting and contributing team member,
- Ability to speak and communicate in Spanish is preferred,
- Have reliable personal transportation, flexibility of hours and willingness to travel to accommodate meetings, trainings, home visits and special projects.

Submit application packet to Community Action Services 815 South Freedom Blvd. Suite 100 Provo or email to suharriet@communityactionuc.org. Application packet can be found at <http://communityactionprovo.org/about-us/employment-opportunities/>

This job description is not intended to be all-inclusive and employee will also perform other reasonably related business duties as assigned by supervisory personnel.

Position closing date: April 16, 2018 4:00PM

Community Action Services and Food Bank is an Equal Opportunity Employer.