

TITLE: CASE MANAGER I

SALARY: \$15.00/hour 20–25 hours/week **TEMPORARY**

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' crises and immediate needs
- Utilize Community Action Services resources to provide assistance accordingly
- Develop plans of action and make community resources referrals
- Identify and recruit eligible participants for program's supportive case management
- Perform follow-up and outreach visits to continue case management activities
- Perform housing habitability inspections and lead inspections
- Teach family skill classes
- Facilitate self-empowerment training and follow up with additional training materials
- Plan and facilitate family activities and document outcomes
- Efficiently and accurately document services and outcomes, and enter data in a timely manner
- Reconcile reports for monitors
- Perform after-hour, on-call duties every three to five weeks
- Perform other roles and duties as assigned by program manager and directors

QUALIFICATIONS

Possess one or more of the following:

- High school completion
- Minimum of two years of post-secondary education in human services or social work fields
- Minimum of two years of work experience in a related position providing counseling and services to the low-income and homeless populations

In addition, possess the following:

- 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
- Excellent written and oral communication skills and the ability to conduct training in a professional manner
- Reliable transportation and flexibility of hours to accommodate training, outreach visits, activities, and special projects
- Dedication to keeping accurate records and computer documentation
- Ability to remain calm and professional under stressful situations
- Ability to interact and communicate well with low-income and/or homeless individuals in crisis and under extreme stressful situations
- Ability to work well as a supporting and contributing team member
- Ability to speak and communicate in Spanish (preferred)

Apply at Community Action Services: 815 South Freedom Blvd. Suite 100, Provo, UT 84601

(801) 373-8200

Position open date: _____ **Position closing date:** _____

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