



Job Title:	Case Manager	Location:	Clay and Platte County
Classification:	Full time	Exempt Status:	Nonexempt
Reports to:	Northland Manager	Department:	Northland Services
Direct Reports:	None		

Program Description: Under the Community Services Block Grant, staff works with individuals and/or families to alleviate crisis situations, by stabilizing and empowering them to overcome obstacles, in order to achieve self-sufficiency.

Minimum requirements:

1. Bachelor degree in Social Work, Human Services, or a related field.
2. Two (2) year experience providing human services to a comparable clientele
3. Experience working with the public
4. Ability to read, comprehend, and follow training manual guidelines and procedures
5. Excellent listening and assessment skills
6. Experience with email, facsimile machine, scanner and copier
7. Proficient in alpha-numeric filing, Microsoft Office products: word, excel, and outlook and ability to learn State agency database
8. Reliable transportation, valid driver license and maintain active car insurance

Preferred qualifications:

1. Master degree
2. Type 45 words per minute
3. Problem solving skills
4. Public speaking experience

Minimum skills:

1. Develop case plan for participants including goals, strengths, priorities and plan of action
2. Work with families with multiple and serious problems
3. Be non-judgmental and objective in working with clients
4. Work effectively in high stress situations
5. Independently work and/or team setting and adhere to deadlines
6. Ability to schedule appointments and adhere to deadlines

Essential functions:

1. Provide holistic and comprehensive case management services to all families including intake, assessment, goal setting, case plan development, monitoring, financial management advocacy and referrals.
2. Conduct home and/or office visits and counsel participants as required in order to maximize the availability of services to meet their needs
3. Document eligibility and input accurate data into State agency database
4. Gather pertinent and accurate information from participants and household members to meet their service needs



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5. Verify and certify all program intake information
6. Precisely enter information into database
7. Maintain accurate records and notes
8. Inform clients of program guidelines, rights and responsibilities
9. Assist with food pantries including identifying location and maintaining contact with community partner
10. Maintain knowledge of programs and eligibility criteria
11. Perform excellent customer service to participants, staff and vendors by telephone, in person and/or in writing
12. Assist co-workers and participants as needed
13. Adjust to frequent change in duties and procedures
14. Perform other duties as special projects are assigned
15. Represent CAAGKC at special events, meetings and/or remote locations to collect and/or inform applicants of programs and services
16. Inform participants of other CAAGKC programs and services they may qualify for
17. Any other duties as assigned

Physical Demands:

Sitting	80%	Standing	10%
Bending	5%	Lifting	5% ability to lift at least 25 lbs. or less