YOUTH SERVICES CASE MANAGER

Description
Community Action Agency of Greater Kansas City is a nonprofit organization providing programs and services to low-income residents of Jackson, Platte and Clay counties, Missouri.

Youth Services provides students tools, support and resources needed to graduate and pursue post-secondary education, career exploration, and leadership development. Students are given the opportunity to volunteer, gain leadership training, receive a stipend, attend filed trips and obtain college scholarships.

Responsibilities

1. Provide case management services to all families including intake, assessment, goal setting, case plan development, monitoring, financial management advocacy and referrals
2. Ability to develop and present curriculum to students in a classroom setting and online
3. Work well with school staff, students, community and coworkers by providing excellent customer service
4. Assist with recruitment of program participants
5. Gather, verify and maintain pertinent and accurate information from participants and household members to meet their service needs
6. Maintain safe environment for participants
7. Document eligibility and input accurate data into State agency and company database
8. Inform clients of program guidelines, rights and responsibilities
9. Adjust to frequent change in duties and procedures
10. Be non-judgmental and objective in working with clients, vendors and coworkers
11. Work independently and/or team setting and adhere to deadlines
12. Ability to work effectively and efficiently in high stress situations
13. Represent CAAGKC at special events, meetings and/or remote locations to collect and/or inform applicants of programs and services
14. Inform participants of other CAAGKC programs and services they may qualify for
15. Any other duties as assigned

Qualifications

1. Bachelor’s Degree in Social Work, Human Services, or a related field
2. Two (2) years of experience in related function of providing human services to a comparable clientele is required
3. Public speaking experience
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

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

Work Environment
In office 60%
Out of office 40%