



Cow Creek Government Office

Position Description

Position Title: Self Sufficiency Case Manager

Department: Human Services

Reports To: Human Services Director

FLSA Designation: Non-Exempt

Date Written/Revised: 09/04/19

POSITION PURPOSE:

The Self Sufficiency Case Manager. The Case Manager will oversee the transportation grant, LIHEAP, transitional housing programs and assistance.

ESSENTIAL FUNCTIONS:

- Maintain participant and program records and waiting lists, including file maintenance and data entry.
- Assist in calculating and re-calculating family income and determining rent amounts.
- Schedule new participant orientations, upon availability of units and request by the Human Services Director.
- Scheduling and conducting monthly, quarterly, and yearly inspections and re-certification for program applicants and participants.
- Develop and maintain a comprehensive network of education, training, economic development, and other supportive services for youth and adults.
- Work with participants in their efforts to reach self-sufficiency goals by creating plans that are clear, measurable, realistic, and timely. These plans will be created by identifying motivation and desires in participants while identifying and mitigating barriers to success.
- Complete well organized case files that accurately reflect services provided and outcomes.
- Complete paperwork, monthly reports, and case notes accurately and on a timely manner.
- Attend and actively participate in case staffing and agency meetings, weekly and as requested.
- Follow up on all referrals to ensure that adequate and appropriate services are provided.
- Collect program data to track resident progress on a monthly basis.
- Pro-actively develop and promote self-reliance activities for families including but not limited to Employment, Financial Counseling, Homeownership, and Education.
- Research similar programs and conduct literature reviews on a regular basis to ensure programs are run effectively and efficiently.
- Coordinate supportive services (i.e. mental health, child care, transportation, substance abuse, etc) with appropriate community agencies.
- Evaluate needs and gaps in services and work to identify solutions and provide assessment of needs

QUALIFICATIONS:

- Must have High School Diploma or GED
- Must possess excellent communication skills, including verbal and written
- Must have the ability to maintain confidentiality at all times

- Case management experience preferred.
- Must demonstrate good organizational, math and writing skills
- Must have working knowledge of Microsoft Office products.