

Employee:

**SEMCAC
Job Description**

Job Title: Outreach Services Case Manager
Department: Outreach
Reports To: Outreach Services Director and Homeless Coordinator as applicable
FLSA Status: Non-exempt
Prepared By: Wendy Todd
Prepared Date: 6/12/98
Revised Date: 4/12/2005, 8/25/2009, 8/18/2017
Approved By: Pat Georgens
Approved Date: 4/12/2005, 9/2/2009, 4/8/2013, 8/18/2017

SUMMARY

Provides program services and information within the local county area. This includes assisting clients in assessing needs, taking applications, disseminating information, and making appropriate referrals. Uses program guidelines to determine client eligibility and manages numerous client caseloads as well as follow-up. Working with other agencies in the area is critical to the client success.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned as required due to the ever-changing program and funder requirements.

Has knowledge of Semcac and community resources in order to provide appropriate application completion, intake, information, referral and follow-up services to participants and as programs require.

Oversees daily office tasks; answering calls, emails, talking with walk-in clients, providing Semcac services and handling crisis situations in a timely manner.

Locates and identifies eligible persons in order to inform them of Semcac and other community services and resources available.

Supports, encourages, and advocates for low-income person so that they can overcome economic barriers.

A supportive one-on-one relationship with clients in order to assist households in identifying and setting goals so that clients can achieve and maintain independence and self-reliance.

Must be able to multi-task, understand various program guidelines and restrictions, and handle varied and competing priorities.

Establishes and maintains a working relationship with other service providers to ensure

comprehensive client services.

Facilitates provider meetings and plays an active or lead role in local collaboratives. Willing to speak in front of groups to educate the community and businesses about Semcac services.

Manages the local contact center and its operations, may include direct supervision of volunteers, food shelf staff and contact center assistants.

Local oversight of motel voucher, Family Homeless Prevention, and Transitional Housing programs, including client eligibility, HMIS and intake form completion and possible data entry in HMIS. This also includes working with evictions, landlords, motels, Section 8, subsidized housing and other county resources to stabilize the household.

Oversite of any local emergency assistance programs, including client assistance, funding and reporting requirements.

Inputs information into computer systems for client information tracking, including THO and HMIS data entry.

Case Managers in a food shelf location may assist with various food shelf activities. This could include delivery days, crisis-situations, food rescue, donations coming in, record keeping and data entry in Link to Feed, and volunteer instruction, all as needed to ensure continuous services.

Attends relevant trainings and workshops.

SUPERVISORY RESPONSIBILITIES

Directly supervises one or more employees. All staff may supervise volunteers. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include training employees and volunteers; planning, assigning, and directing work; addressing complaints, resolving problems and completing performance appraisals.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Two-year College or equivalent college degree in Human Service field preferred and two to four years related experience; or equivalent combination of education and experience.

LANGUAGE SKILLS

Ability to read, analyze, and interpret general business periodicals, professional journals, technical

procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, funding sources and the general public.

PROFESSIONAL DEVELOPMENT

Must be willing to engage in professional development efforts made available for the position to ensure that the Outreach Department stays in compliance with funder program requirements

ACCOUNTABILITY

The employee in this position will have a pleasant demeanor, positive attitude, be non-judgemental a team player. The employee must be willing to engage in professional development efforts as available for the position and as requested by their supervisor. The employee in this position is accountable to the Outreach Services Director for completion of assignments, high standards of accuracy, attention to detail, and timely completion of assignments and tasks.

TECHNOLOGY

Must be proficient in Microsoft Office 365 software. Must have experience with internet applications and learn Outreach software programs to ensure funder requirements are met.

MATHEMATICAL SKILLS

Ability to work with mathematical concepts such as fractions, percentages ratios and proportions to practical situations. Must be able to work with budgets and rent calculations with an objective to serve clients effectively.

REASONING ABILITY

Ability to define problems, collect data, establish facts and draw conclusions with in order to determine client needs and eligibility

CERTIFICATES, LICENSES, REGISTRATIONS

Valid Driver's License or ability to travel for home visits, staff trainings and meetings is required.

OTHER SKILLS AND ABILITIES

Ability to be a strong advocate for the people who are being served by the programs of the Agency.

Excellent written and oral communication skills.

Demonstrated interpersonal skills.

Demonstrated professional judgment, tact, initiative, and resourcefulness.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be

made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to hear, sit, move and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job includes close and distance vision and the ability to adjust focus in order to read and drive.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is occasionally exposed to outside weather conditions in order to attend meetings and home visits. The noise level in the work environment is usually moderate.

SEMCAC RESERVES THE RIGHT TO REVISE OR CHANGE JOB DUTIES AND RESPONSIBILITIES AS THE NEED ARISES. THIS JOB DESCRIPTION DOES NOT CONSTITUTE A WRITTEN OR IMPLIED CONTRACT OF EMPLOYMENT. SEMCAC IS AN "AT WILL" EMPLOYER.

SEMCAC IS AN EQUAL OPPORTUNITY EMPLOYER.

DO NOT ANSWER THIS QUESTION UNLESS YOU HAVE BEEN INFORMED ABOUT THE REQUIREMENTS DESCRIBED IN THIS JOB DESCRIPTION.

Are you capable of performing, in a reasonable manner, with or without reasonable accommodation, the activities described in this job description?

Please check one: Yes No

Employee Signature

Date

Supervisors Signature

Date

Directors Signature

Date