



Job Description

Job Title: Case Manager

Reports to: Program Director

Department: Case Management

Approved By: Kyle Borger, Executive Director

FLSA Status: Non-Exempt

Wage: Non-Exempt 2

Responsible for the delivery of direct service support and referrals through the available resources.

Responsibilities

1. Provide intake assessment to qualify clients to determine available programs and services while maintaining confidentiality.
2. Gathers all required documents and qualifies clients prior to providing any programs or services.
3. Document and input into case management software time spent providing services to the correct program to ensure accurate funding of time spent supporting qualified clients.
4. Responsible for the implementation and management of service plans for self-sufficiency program clients. This includes the self-sufficiency matrix and documentation of goals, action steps, and outcomes including assessment forms for clients.
5. Monitors family progress through direct client contact, phone calls, electronic correspondence, and letters.
6. Provides information, referrals, and assists families in gaining access to needed medical, social, educational, career, developmental and other appropriate services.
7. Responsible for the entry of client data and the use of the data for case management services and reporting.
8. Responsible for meeting program targets and goals.
9. Assists in the preparation of monthly or annual reports, data collection, consumer reports, and others as needed.
10. Responsible for establishing collaborative relationships with community partners which assist clients in meeting their family needs and goals.
11. Attends all required training, meetings, and community events as deemed necessary.
12. Able to communicate with and be sensitive to the needs of people of various backgrounds.
13. Performs all duties in line with the agency mission statement. All actions taken must consider the health of the client, health of the community, and the health of the agency.
14. Plan, coordinate, and implement community projects and programs which will meet the needs of our clients.
15. Participate in the planning and evaluation with case managers, supervisors, and community to improve the services and projects provided by the agency.
16. Establish and maintain effective working relationships with the county, city, local organizations, and community resources.
17. Prepare and provide to the supervisor any forms including, weekly schedules, time sheets, mileage sheets, travel sheets, follow-up reports, leave requests required in a timely manner.
18. Other duties as assigned.



Job Description

REQUIRED QUALIFICATIONS

1. Bachelor's Degree or Associate's degree. Preference is in a related field.
 - a. High School Diploma or GED may be accepted with 2 years' experience in a related field.
2. Professional presentation and attire. Must dress according to dress code policy.
3. Previous experience answering phones and transferring calls.
4. Ability to multitask.
5. Speaks clearly in a manner that is easily understood and is acceptable to people of varied backgrounds.
6. Client Service Experience. Must make clients feel welcome and valued. Addresses client concerns or complaints with empathy and professionalism while following all relevant agency policies.
7. Must be able to manage time and work collaboratively as a team member both in person and remotely via electronic means.
8. Ability to troubleshoot minor technical issues.
9. Must have a current driver's license and own transportation. Must have proof of and maintain vehicle liability insurance.
10. Have passed agency background checks and/or drug screening including willingness to submit to random drug testing as stated in company policies.

If no qualified candidates are available other candidates may be considered but will receive non qualified pay until proving competent in all areas listed above.

Requirements to become Qualified if no previous experience or not qualified

1. 2 years on the job experience and designated competent in all areas of responsibility.
2. Able to complete client intake via electronic client management software and enter all relevant client data.
3. Completed 90-day probation period.
4. Completed Introduction to CSBG grant class.
5. Completed at least 1 ROMA training class.
6. Completed Bridges Out of Poverty Class.
7. Completed Case Management training.

Statements

"We are an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status."

WYO HELP complies with federal and state disability laws and makes reasonable accommodations for applicants and employees with disabilities. If reasonable accommodation is needed to participate in the job application or interview process, to perform essential job functions, and/or to receive other benefits and privileges of employment, please contact Kyle Borger at 307-532-0269.