

## Case Manager/Education Director



**Job Title:** Financial Case Manager/Education Director    **Salary Range:** \$14.00 to \$15.00 per hour

**Reports To:** Executive Director

**Benefits:** Paid vacation

**Full/Part Time:** Part time (25-30 hours/week)

The mission of Christian Neighbors is to provide local families in need with Food, Emergency Financial Assistance, and Skill Building Education to build self-sufficiency.

**General Summary:** The Case Manager/Education Director position is responsible for two distinct programs. The Case Manager is responsible for assessing needs and authorizing funds to our clients who seek housing, utility, and medical assistance. The Education Director oversees the Education Department which seeks to offer financial management and other skill-building education services to our clients and the community at large.

### **Key Responsibilities:**

- **Client Engagement:** Review client files for completeness of all required documentation. Determine if clients are qualified for assistance using face-to-face interviewing, assessment, and agency guidelines/policies.
- **Professional Ethics:** Understand and adhere to professional ethics, boundaries, and confidentiality.
- **Advocate/Negotiate:** Communicate with utility vendors, landlords, and pharmacies to reduce fees and/or guarantee payments.
- **Networking with Other Service Providers:** Maintain awareness of and coordinate services provided by other local social service agencies for the benefit of the client – including making referrals as needed. Attend community meetings with local providers to keep abreast of service offerings.
- **Recordkeeping and Reports:** Maintain files on all clients interviewed and/or served, including requesting supporting documentation and recording case notes of all client interactions. Data entry into database and spreadsheets. Complete monthly and quarterly financial reconciliation reports.
- **Continual Quality Control:** Monitor data pertaining to individuals, households, services provided, funding sources, data integrity, and fund balances. Review, revise, and edit program forms and policies, with Executive Director, as needed.
- **Education Department Oversight** – Manage/train program volunteers, produce monthly client newsletter, create postings for social media and advertising, teach/lead financial management workshops, facilitate Poverty Simulations, and manage lobby bulletin boards.
- **Community Education** – Develop methods to provide education to local community on issues of hunger, poverty, and homelessness.

### **Minimum Qualifications:**

- One year of related experience in social work or case management, two or more years preferred
- Skilled in interviewing applicants and in assessing needs
- Demonstrated ability to work both independently and as part of a team
- Effective oral and written communication skills
- Computer proficiency, especially with Microsoft Word, Publisher, Access, and Excel
- Good grasp of basic financial concepts and budgeting
- Good interpersonal skills

### **Preferred Qualifications:**

- Experience working with low-income populations preferred
- Knowledge of human service agencies providing services to in the Kalamazoo and Allegan Counties
- BSW or other human services undergraduate degree

### **Other Requirements:**

- Supplemental application: Supplemental application will be provided to all interviewees.
- A drug test and criminal background check will be required for this position.

**Application Instructions:** Send letter of interest, 3 professional references, and resume to: [tshaler@christianneighbors.org](mailto:tshaler@christianneighbors.org)

Christian Neighbors is an equal opportunity employer.