

## Case Manager/Education Specialist



**Job Title** Case Manager/Education Specialist

**Reports To** Executive Director

**Full/Part Time** Part time (30 hours/week)

**Salary Range** \$14.00 to \$15.00 per hour Benefits - paid vacation

**Christian Neighbors Mission** – 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 Specialist is responsible for managing our clients in need of housing, utility, and medical assistance, assessing needs, and providing financial assistance for related needs to eligible clients as appropriate and as funding allows. Additionally, this position is responsible for the administration and oversight of the Education Department. The Education Department has a two-fold purpose: to assimilate some of our clients into one of our educational programs and to educate the community that we live in. The Case Specialist will make referrals to other community/county services as appropriate, documenting case records, statistical and program reporting as well as monitoring of program funding.

### Key Responsibilities

- **Client Engagement** Review client files for completeness of all required documentation. Establish that client is qualified for assistance using agency guidelines. Review with the client their household income and expenses, reason(s) for need, using this dialogue to begin an assessment process.
- **Professional Ethics** Understand and adhere to professional ethics and boundaries.
- **Coordinating services to meet client need** Interview client and assess emergency financial need(s) as well as additional unmet needs (lack of SNAP/WIC benefits, budgeting skills, medical insurance). Develop plan to transfer appropriate clients into Education Program at CN.
- **Advocate/Negotiate** When applicable communicate with utility vendors, landlords, pharmacy 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's immediate need or additional needs.
- **Case Management** Provide ongoing management of case and files until need has been met or case has been closed.
- **Recordkeeping and Reports** Maintain files on all clients interviewed and/or served, including supporting documentation for applicant identification, income documentation, DHS Decision notice, and bill/invoice source documentation. Record case notes for each applicant, maintain statistical information. Enter all required information in appropriate database and/or spreadsheet.
- **Continual Quality Control** Monitor as needed for accuracy of data pertaining to individuals, households, services provided, funding sources, data integrity.
- **Program Professionalism** Understand best practices as they relate to specialized program. Attend Kalamazoo & Allegan County program specific forums. Review, edit and maintain, with assistance from Executive Director all program policies.
- **Education Oversight** – Manage program volunteers, produce monthly client newsletter, monitor programs through regular written client and volunteer evaluations.
- **Community Education** – Develop methods to provide education to local community on issues of hunger, poverty, homelessness or other pertinent issues.

## Minimum Requirements

- BSW preferred
- One year of related experience in social work or social service field, two or more years preferred
- Skilled in interviewing applicants and in assessing social service cases
- 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, and Microsoft Excel
- Good grasp of basic financial concepts and budgeting
- Good interpersonal skills

## Preferred Qualifications

- Experience working with low-income populations preferred
- Experience with designing of forms
- Knowledge of Human Service Agencies providing services to low-income or households in need in the Kalamazoo and Allegan Counties

## 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:** Please email letter of interest, 3 professional references and resume to [tshaler@christianneighbors.org](mailto:tshaler@christianneighbors.org)

Interviews will take place the week of March 9, 2015.

Christian Neighbors is an equal opportunity employer.

[www.christianneighbors.org](http://www.christianneighbors.org)

