



COMMUNITY ACTION PARTNERSHIP  
Dickinson, North Dakota

Position Description

Department: Region I – Client Services Status: Non-exempt  
Position Title: Client Services Case Manager I Grade Level: D  
Immediate Supervisor: Region I – Client Services Director

Management Approval: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

All position descriptions are subject to change as business requirements dictate.

**A. GENERAL SUMMARY OF RESPONSIBILITIES:**

Responsible for all areas of Client Services, including Energy Share, financial management and budgeting with clients, and assisting with apartment management and Senior Commodities Supplemental Food Program. Assists families and individuals by making appropriate referrals to internal and community resources.

**B. SPECIFIC JOB RESPONSIBILITIES:**

The job responsibilities listed do not include all the specific tasks which the employee may be expected to perform.

- 1. Demonstrated support for the agencies mission, goals and values.
- 2. Participates in strategic planning of the program and direction of the program.
- 3. Assists the Program Director by keeping within the fiscal constraints of the budget.
- 4. Identifies professional and organizational issues and trends suggesting action, facilitating change and participates in restructuring of programs and services.
- 5. Maintains staff, client and agency wide confidentiality at all times.
- 6. Serves as liaison between departments in the agency and with other agencies and programs to fulfill the mission of the agency.
- 7. Prepares various statistical and narrative reports to meet all Agency, Government and Grant requirements.
- 8. Attends meetings, workshops, and training sessions as required by the Program Director.
- 9. Participates on program related committees as approved by the Program Director.
- 10. Is required to travel by ground or air to meetings, conferences, trainings, etc.
- 11. Assists with the program inventory, as well as, securing necessary equipment and supplies.
- 12. Monitors all volunteers and clients within the department.
- 13. Continues professional growth through educational and training experiences in their field.
- 14. Pick up and deliver items for the agency using company or personal vehicle.
- 15. Meets and interviews clients, completes paperwork and submits applications for eligibility.
- 16. Utilize program software to monitor client information and services.
- 17. Maintain considerable knowledge of new legislation, statutes and administrative rules as it applies to housing/apartment management.
- 18. Process client applications for assistance.
- 19. Maintains records on Agency client tracking software.
- 20. Assists with Self-Sufficiency Case Management which includes assessments, referrals and developing goals/action plans.
- 21. Provides one-on-one personal financial counseling to analyze and assess individual financial concerns.
- 22. Assist with Volunteer Income Tax program (VITA) by preparing basic income tax returns.
- 23. Assist with Agency client services programs including Representative Payee Program, Veteran Program, food program, apartment management and answering incoming calls.
- 24. Assists with the Victim Impact Panel.
- 25. Assists with distribution of the Supplemental Commodity Food Program.

Apartment Management

26. Assist in managing the Region I apartments according to HUD, HOME and agency guidelines to include: leasing units per tenant selection criteria, assist with property maintenance, addressing tenant concerns, annual recertification process and maintain wait lists.
27. Monitors rents and tenant history utilizing the HUD computerized software.
28. Maintains the reporting requirements to HUD and HOME.
29. Attend trainings to include: Fair Housing, HUD regulations and general apartment trainings.

**C. SUPERVISORY RESPONSIBILITIES:**

None

**D. POSITION QUALIFICATIONS (KNOWLEDGE, SKILLS, ABILITIES):**

Required

1. Associate Degree in Office Administration or the equivalent.
2. Two years full-time experience in Office Administration or the Human Service field.
3. Experience working with people from various socio-economic and educational backgrounds.
4. Must possess a valid driver's license and insurable driving record.
5. Demonstrated ability to establish a positive rapport with staff, clients, other agencies, businesses and the community.
6. Demonstrated ability to effectively communicate both in written and oral forms.
7. Proficient with computers and software to include Windows, Internet, Microsoft Office software and other office equipment.
8. Working knowledge of the client-tracking and Onsite software programs within 3-months of hire.
9. Obtain access to HUD Secured Site within 3 months of hire.
10. Demonstrated personal budgeting skills.
11. Certified as a Family Development Specialist or will obtain certification within 2 years from date of hire.

**E. PHYSICAL DEMANDS:**

Constantly:

Vision correctable to near 20/20.

Frequently:

Sitting, walking, stooping, crouching, kneeling, reaching horizontally and vertically, standing, bending, balancing, use of arms, legs, hands and feet and fine motor skills, color discrimination, peripheral and depth perception, talking and hearing, running, climbing stairs and ladders, crawling, twisting and turning trunk, rapid mental-muscular coordination, reaching down and overhead, pushing and pulling, lifts and carries up to 50 pounds.

**F. WORK ENVIRONMENT:**

Frequently:

Works in a variety of working conditions including indoor in controlled and uncontrolled environments as well as outside in weather extremes. High stress situations.