



COMMUNITY ACTION PARTNERSHIP
Dickinson, North Dakota

Position Description

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

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Human Resources Signature: _____ Date: _____

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

A. GENERAL SUMMARY OF RESPONSIBILITIES:

Coordinates and implements delivery of Client Support Services, including: housing stability (rental assistance, security deposits), utility payment assistance, and household budget management. Provide families and individuals referrals to appropriate agency 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. Maintains a high level of organizational protocol within the program.
- 19. Process client applications for assistance.
- 20. Maintains records on Agency client tracking software.
- 21. Assists with Self-Sufficiency Case Management which includes assessments, referrals and developing goals/action plans.
- 22. Provides one-on-one personal financial counseling to analyze and assess individual financial concerns.

23. Assist with Agency client services programs including Representative Payee Program, Veteran Program, food program, apartment management and answering incoming calls.
24. Assists with distribution of the Supplemental Commodity Food Program.

C. SUPERVISORY RESPONSIBILITIES:

None

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

Required

1. Associates Degree in Social Work, Business Administration, or related field is required. BS/BA Degree in Business Administration, Social Work or related field is preferred.
2. Minimum of three years full-time experience in two of the three areas: personnel, operational and/or financial management.
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. Utilization and implementation of the client-tracking system within 3 months of hire.
9. Demonstrated personal budgeting skills.
10. 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 25 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.