



COMMUNITY ACTION PARTNERSHIP
Dickinson, North Dakota

Position Description

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

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 Client Services 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. Assists Client Services Director in the grant writing and grant management within program area.
8. Prepares various statistical and narrative reports to meet all Agency, Government and Grant requirements.
9. Attends meetings, workshops, and training sessions as approved by the Client Services Director.
10. Participates on program related committees as approved by the Client Services Director.
11. Is required to travel by ground or air to meetings, conferences, trainings, etc.
12. Monitors all volunteers and clients within the department.
13. Assists with the program inventory, as well as, securing necessary equipment and supplies.
14. Continues professional growth through educational and training experiences in their field.
15. Pick up and deliver items for the agency using company or personal vehicles.
16. Implement housing stability and temporary financial assistance programming, including rental security deposits, past due rent, past due utility payments and other assistance in consultation with supervisor.
17. Screen and verify eligibility of potential applicants for programs/services. When appropriate, assist applicants with completion of forms for programs/services enrollment.
18. Enroll applicants in appropriate programs and complete required paperwork for temporary financial assistance, including submission of purchase orders and supporting documentation for payment.
19. Encourage and support client self-reliance through case management activities, including assessing household budget, providing referrals to other resources and developing goals/action plans.
20. Provide one-on-one personal household budget counseling to analyze and assess individual financial concerns.
21. Maintain case files for each participant that includes request for assistance, demographic intake, and other documentation as needed or required.
22. Enter and maintain data in the agency client management tracking software and other program software as needed or required and assist with data integrity assessments.
23. Conduct client education classes as requested by the community and surrounding areas.

C. SUPERVISORY RESPONSIBILITIES:

None

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

Required

1. Associates 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. Demonstrated ability to establish a positive rapport with staff, clients, other agencies, businesses and the community.
5. Demonstrated personal budgeting skills.
6. Demonstrated ability to effectively communicate both in written and oral forms.
7. Experience in planning and presenting workshops, group informational presentations and media packets/recordings.
8. Proficient with computers and software to include Windows, Internet, Microsoft Office software and other office equipment.
9. Working knowledge of the client-tracking software programs within 3 months of hire.
10. Must possess a valid driver's license and insurable driving record.
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, 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, stooping, 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 indoors in controlled and uncontrolled environments as well as outside in weather extremes. High stress situations.