

Community Action Agency of Columbiana County, Inc.
7880 Lincole Place, Lisbon, OH 44432
(330) 424-7221
JOB DESCRIPTION

POSITION: Case Manager

SUPERVISOR: Case Management Coordinator

CAACC mission statement: To strengthen the community, foster well-being, and promote self-sufficiency.

Program mission statement: To provide affordable, comprehensive, and quality services that will strengthen the community and lead to self-sufficiency.

- A. **JOB SUMMARY:** The incumbent will perform intake and assessment on customers striving to achieve self-sufficiency. Incumbent will provide services related to motivating and mitigating barriers of at-risk youth and adults within service region.
- B. **SPECIFIC DUTIES / ESSENTIAL FUNCTIONS:**
1. Perform client intake and assessment for a variety of Community Service Department programs
 2. Determine program eligibility based on criteria established by funding sources/program
 3. Work with participants in their efforts to reach self-sufficiency goals by creating plans that are clear, measurable, realistic, and timely, by identifying motivation and desires in participants while identifying and mitigating barriers to success
 4. Provide case management service to clients
 5. Make appropriate referrals to in-house programs or other organizations for assistance
 6. Perform Initial, exit interviews, follow up with customers
 7. Conduct inspections of properties as well complete any training necessary related to inspections
 8. Enter client information in all required databases determined by funding sources
 9. Develop and maintain training materials
 10. Conduct training sessions on a variety of topics in both an individual and group setting
 11. Maintain thorough and complete record of all client activity
 12. Establish and maintain relationships within businesses/landlords
 13. Attend appropriate coalition and other community resource meetings
 14. Coordinate supportive services
 15. Support program staff and work as a team to accomplish agency, department, and daily operational program goals
 16. Attend training sessions that may require overnight and/or out of town travel
 17. Assist with grant and report preparation
 18. Perform on call client services during nights and weekends
 19. Perform outreach that includes travelling throughout the service region
 20. Maintain client confidentiality
 21. Transport clients on an as needed basis
 22. All other duties as assigned
- C. **REQUIRED JOB QUALIFICATIONS:**
1. Minimum of associate degree or like experience preferred.
 2. Must have an insurable driver's license
 3. Must have reliable transportation
 4. Ability to remain calm under pressure and diffuse conflict situations
 5. Self-starter with the ability to organize and follow through on assignments
 6. Good written and oral communication skills
 7. Ability to comprehend and carry out oral and written instructions
 8. Must have basic math and computer skills
 9. Must be able to communicate with a diverse clientele on a one to one and group setting
 10. Must complete a criminal background check with no felony convictions

D. ADDITIONAL REQUIREMENTS AND CONDITIONS OF EMPLOYMENT:

1. 90-day probationary period for front line staff and 180-day probationary period for Supervisor, Managers and Directors.
2. Employment is contingent upon the successful completion of a criminal background check.
3. Employment is contingent upon the successful completion of a drug and alcohol test.
4. Employment is contingent upon the successful completion of an employee physical, including a TB test.
5. Employee must be willing, and able, to become a HUD Certified Housing Counselor within HUD stipulated time frame.

E. PHYSICAL REQUIREMENTS:

1. Ability to work in a fast-paced and often high-stress environment, as well as the ability to adapt quickly to workload changes
2. Ability to deal with inside and outside clientele and vendors in a diplomatic and courteous manner while assuring adherence to CAA policies/procedures
3. Above average oral, reading and writing skills to accurately operate a computer, perform necessary documentation and effectively communicate with staff, clients, customers, business partners, other CAA departments, and visitors
4. Frequent sitting, walking, and reaching
5. Occasional lifting (up to 25 lbs.), climbing, pushing, and kneeling
6. Seldom running

F. WORKING CONDITIONS:

1. Numerous interruptions
2. Ability to remain calm and cheerful under stressful working conditions
3. 95% indoors / 5% may be outdoors with exposure to odors, dirt, occasional fumes and the general public

COMPENSATION: Hourly

FLSA CLASSIFICATION: Non-exempt

Signature: _____ Date: _____