

Case Manager I

Date Available: Immediately

Job Type: Part-time, 24 hours per week

Salary: Starting at \$17.00 per hour, commensurate with experience

Supervisor: Manager of Client Services

Location: Central Office

Position Summary

The Case Manager I role is designed to be a support role for agency staff in navigating resources for Senior Neighbors' clients.

Essential Duties and Responsibilities include the following. *Other duties as assigned.

- Provide resource navigation and support for senior clients in an office or home environment, including completing applications, delivering documents to the client's home or a community partner.
- Locate appropriate resources, and work with the team to achieve client goals.
- Refer clients to and network with Senior Neighbors Center services and other appropriate community resources for individual clients.
- Achieve monthly and quarterly unit goals.
- Assist with the completion of Home Repair Services application and documentation.
- Welcome all clients; utilize professionalism in all interactions.
- Maintain electronic client files according to expectations in a database system.
- Utilize community resource databases (211).
- Ensure timeliness with deadlines on assignments.
- Provide follow-up to ensure clients receive needed services.
- Assist walk-in clients and callers.

Qualifications

Education / Experience

- Associate's degree in human service field or high school diploma required plus 3 years of experience in customer service roles required.

Competencies

- Intermediate written and verbal communication skills with attention to detail.
- Strong interpersonal skills and ability to understand and effectively work with a wide variety of human dynamics and behavior.
- Positive attitude, knowledge of general business etiquette, ability to speak with community members and work well with volunteers and committees.
- Intermediate experience in database management (e.g., DonorPerfect and / or SONIC) and reporting skills required.
- Intermediate skills in Microsoft Office suite, email, and general internet functions required.
- Intermediate ability to use remote software such as Zoom, Teams, and other programs.
- Ability to prioritize tasks, manage time effectively, and work independently.
- Positive attitude, excellent organizational skills, meticulous attention to detail, and a demonstrated ability to maintain confidentiality.
- Ability to maintain composure in stressful situations, creatively solve problems, make decisions, and accept responsibility for the consequences.
- Ability to understand and take directions from peers or leadership.

Licensing and Certification

- Community Health worker certification is preferred.
- Ability to receive and maintain CPR/First Aid Certification.

Expected Hours of Work

- Standard office hours are M-F 8:00 am-4:30 pm.
- Ability to work occasional weekends and evenings required.

Physical Demands / Work Environment

- Prolonged periods of sitting at a desk and working on a computer.
- Must have a valid driver's license, satisfactory driving record and access to private transportation that meets state insurance requirements and vehicle safety standards to use on agency business.

Equal Employment Opportunity Statement

Senior Neighbors is an equal opportunity employer.

- Committed to promoting diversity, inclusion, and a racism-free culture in the workplace and our community.
- Committed to offering reasonable accommodation to job applicants with disabilities. If you need assistance or an accommodation due to disability, please contact us.
- Provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, or genetics in accordance with applicable federal, state, and local laws.

*Other duties - Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.