

Case Manager II

Date Available: Immediately

Job Type: Full-time, 40 hours per week

Salary: Starting at \$41,500 annual commensurate with experience

Supervisor: Manager of Client Services

Location: Central Office

Position Summary

The Case Manager II role is designed to assist older adults with basic case management needs such as food, utility shut-offs, eviction prevention, and housing needs.

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

- Provide case management services for older adults in an office or home environment to address social determinants of health, this includes an assessment, development of a service plan, linking with the appropriate service(s), and reassessment of client need.
- Maintain a caseload of 50-75 clients who come to Senior Neighbors for assistance such as utility shut-offs, home maintenance issues, housing needs, transportation assistance, and accessing community resources.
- Assist in crisis intervention, including mental health crisis, eviction prevention, housing coordination, utility shut-off assistance, emergency food, etc.
- Achieve monthly and quarterly unit goals.
- Maintain electronic client files that include client service plans, case objectives, ongoing progress notes, and required documentation in a database system.
- Advocate on client's behalf with community resources like - Legal Aide, Fair Housing, local government offices, DHHS, Network 180, and housing providers.
- Provide systematic follow-up to ensure clients receive needed services.
- Work with community organizations, churches, housing complexes, and neighborhood associations to promote Senior Neighbors services.
- Coordinate with team members to meet client needs.
- Assist with providing immediate response to walk-in clients and assist with intake when necessary.

Qualifications

Education / Experience

- Bachelor's degree in social work or human service field is required.
- Minimum of one year experience preferred.

Competencies

- Advanced written and verbal communication skills with attention to detail.
- Ability and willingness to participate in public speaking events.
- Strong interpersonal skills and ability to understand and effectively work with a wide variety of human dynamics and behavior.
- Experience and understanding working with older adults including their value to the community.
- Excellent navigation skills and proficiency in using navigation applications to find locations.
- 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 set and achieve goals, be organized, efficient and meet deadlines.
- 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.
- Ability to embrace challenges and leverage community and organizational resources to complete tasks.

Licensing and Certification

- 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 weekends and occasional evenings as 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.