



Cow Creek Government Office

Position Description

Position Title: Self Sufficiency Case Manager

Department: Social Services

Reports To: Social Services Director

FLSA Designation: Non-Exempt

POSITION PURPOSE:

The Self-Sufficiency Case Manager will oversee the self-sufficiency programs, LIHEAP, transitional housing programs and assistance.

ESSENTIAL FUNCTIONS:

- Maintain participant and program records and waiting lists, including file maintenance and data entry.
- Assist in calculating and re-calculating family income and income based programs.
- Schedule new participant orientations, upon availability of units and request by the Social Services Director.
- Scheduling and conducting weekly, monthly, quarterly, and yearly inspections and re-certification for program applicants and participants.
- Develop and maintain a comprehensive network of education, training, economic development, and other supportive services for youth and adults.
- Work with participants in their efforts to reach self-sufficiency goals by conducting assessments, intakes, creating plans that are clear, measurable, realistic, and timely. These plans will be created by identifying motivation and desires in participants while identifying and mitigating barriers to success.
- Complete well organized case files that accurately reflect services provided and outcomes.
- Complete paperwork, monthly reports, and case notes accurately and on a timely manner.
- Attend and actively participate in case staffing and agency meetings, weekly and as requested.
- Follow up on all referrals to ensure that adequate and appropriate services are provided.
- Collect program data to track program participant's progress on a monthly basis.
- Pro-actively develop and promote self-reliance activities for families including but not limited to Employment, Financial Counseling, Permanent Housing Homeownership, and Education.
- Research program expectations on a regular basis to ensure programs are run effectively and efficiently and develop and revise policy, procedure and protocol for programs as needed.
- Coordinate supportive services (i.e. mental health, child care, transportation, substance abuse, etc) and work closely with Tribal, State and community resources within the participant's area.
- Evaluate needs and gaps in services and work to identify solutions and provide assessment of needs.
- Manage Riverside Transitional Housing and application processes for housing, performing monthly inspections, paying bills associated with housing units, scheduling maintenance, collecting rent, monitoring security system, serving violations and evictions and other duties associated with the management of Transitional Housing.

QUALIFICATIONS:

- Must have an Associate's Degree in human Services or related field.
- Must possess excellent communication skills, including verbal and written.
- Must have the ability to maintain confidentiality at all times.
- Case management experience preferred.
- Must demonstrate good organizational, math and writing skills.
- Must have working knowledge of Microsoft Office products.