



Community Outreach & Case Management Specialist

OBJECTIVE Provide case work services to families and individuals in need of additional support in their efforts to manage life's challenges and improve their overall well-being. Conduct client intake and interviews to identify barriers and solutions. Monitor and track client outreach/follow-up attempts, interactions, services provided and referrals. Other duties as assigned.

SUPERVISED BY: Program Director, Emergency Financial Assistance & Case Management

ESSENTIAL FUNCTIONS MAY INCLUDE:

- Conduct client intake and interviews to obtain information and documentation for assessment and determination of client eligibility.
- Establish a rapport and relationship of trust, accountability and responsibility with clients.
- Assist the Emergency Financial Assistance program as needed adhering to the standards of that program.
- Provide appropriate information and referral services to clients as needed.
- Record and manage necessary documents for each client's file. Input into client database noting any special handling or observations, even for ineligible clients, updating client contact and biographical information and entering services rendered.
- Work with Leadership Team to inform the development, implementation and evaluation of programs and special projects.
- Assist clients in identifying barriers and creating measurable goals to overcome those barriers.
- Help clients navigate social services systems to achieve goals using a client-centered approach.
- Maintain regular contact with clients to assist them along their journeys and answer any questions the clients might have.
- Advocate for clients throughout the client relationship with the agency and after program completion, when applicable.
- Provide proper case completion at a time agreed upon by case worker and client.
- Communicate with grant funders as needed by providing outcome reports, client success stories, tours, etc.
- Respond to inquiries, phone calls and email in a timely and responsive manner.
- Maintain a safe, secure and healthy work environment by following safety practices, policies and protocols.

This list of essential functions is not intended to be exhaustive. Downtown Ecumenical Services Council reserves the right to revise this job description as needed to comply with actual job requirements.



EDUCATION & EXPERIENCE:

- Bachelor’s degree in Social Work from an accredited college or university or equivalent four years of career experience
- Minimum one year experience in position providing social work services to clients one-on-one

SKILLS:

- Ability to learn computer skills sufficient to perform all essential functions
- Ability to prioritize work duties and assignments
- Ability to work independently
- Effective communication skills
- Effective interpersonal skills
- Effective mediation skills
- Effective problem-solving skills
- Knowledge of community resources/social services systems
- Computer skills in Microsoft Office including Word, Excel, Outlook, etc. as well as tracking case notes

Physical Requirements: (X = Required for job)			
	Sitting for extended periods	X	Lifting/carrying up to 20 pounds various items
X	Standing for extended periods		Lifting/carrying more than 20 pounds various items
X	Extended periods viewing computer screen	X	Repetitive Motions
X	Walking	X	Pushing/Pulling
X	Reading	X	Bending/Stooping
X	Speaking	X	Reaching/Grasping
X	Hearing	X	Writing
X	Other (List): ascend/descend stairs	X	Other (List): driver’s license and insurance
Hazards: (X = Required for job)			
X	Normal office environment		Electrical current
	Toxic or caustic chemicals		Housekeeping and/or cleaning agents
	Flammable, explosive gases		Proximity to moving mechanical parts



I have read and understand this job description and hereby certify that I am qualified to perform this job, with or without a reasonable accommodation:

Employee's Name (Print)

Employee's Signature

Date

Supervisor's Name (Print)

Supervisor's Signature

Date