



Job Title: Family Services Case Manager

Location: Brashear CARES Center **Reports to:** Director of Operations

FLSA Status: hourly, non-exempt **Reviewed Date:** 8/20/2023

Job Summary:

The Family Services Case Manager is responsible for the delivery of direct case management services, utility assistance, employment assistance and pantry support. This position is Monday through Friday, daytime hours with occasional weekend or evening work, as needed and required for special events. The Family Services Case Manager reports to the Director of Operations. Family Services Case Managers report directly to the Director of Operations. This position does not have a remote or work from home option.

Supervisory Responsibilities:

- *None.*

Duties/Responsibilities:

- Performs basic office tasks including answering telephone and visitor inquiries, recording and delivering messages, preparation of correspondence, and other office duties in cooperation with agency staff.
- Prepares, completes and submits utility assistance applications, including preparation and submission of Dollar Energy, LIHEAP and Rent Rebate applications; involves interaction with utility companies, the Dollar Energy Fund, and others as they become available. Provides Holiday Assistance services including the completion of intakes, and preparing mailings for distribution, and preparing toy bags for distribution, etc
- Provides case management clients with assistance finding employment, improving interviewing skills and resume writing assistance.
- Provides coverage to other Case Manage offices, in other locations, as needed.
- Supports the Brashear Food Pantry; preparing food for distribution, stocking shelves and preparing food for the Weekend Backpack program, as needed.
- Accurate and timely record keeping, data collection, documentation and reporting is required.
- Performs other duties as assigned by the Director of Operations, and the Executive Director.

Required Skills/Abilities:

- Excellent oral communication skills.
- Ability to interact with a diverse population, to manage several tasks simultaneously, and to work without ongoing supervision is required.
- Proficiency in computer use including word processing, database management, email management, social media, and internet searches.

- Performs other duties as assigned by the Director of Operations, and the Executive Director

Education and Experience:

- An associate's degree in the social sciences or related field is preferred. Knowledge of community agencies/resources is preferred,
- Some experience in human services is preferred,
- Valid PA Driver's License is required.
- Must obtain all clearances within two weeks prior to employment. (Please provide the Youth Education Coordinator with original receipts, for reimbursement costs of purchased FBI and Child Abuse Clearance.)
 - [FBI Fingerprints](#)
 - [Child Abuse/Welfare](#)
 - [NSOR - National Sex Offenders Registry](#)
 - [PA Criminal Background Check](#)
 - [Mandated Reporter](#)
 - [DHS Form](#)

Physical Requirements:

- Prolonged periods sitting, standing and walking,
- Must be able to lift up to 15-20 pounds
- May be required to drive company vehicles.