



Job Title: Family Services Case Manager

Location: Brashear CARES Center **Reports to:** Director of Programs and Services

FLSA Status: non-exempt **Reviewed Date:** 1/20/2022

Job Summary:

The Family Services Case Manager is responsible for a variety of office-related tasks, resource development support, and the delivery of direct case management services. The position is full-time with occasional weekend or evening work, as, required for special events. The Family Services Case Manager reports to the Director of Programs and Services.

Supervisory Responsibilities:

None.

Duties/Responsibilities:

List the essential job duties that are specific to the position.

Required Skills/Abilities:

Excellent oral communication skills.

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

Provides information regarding the agency's programs and services as well as referrals to other organizations as needed

Day-to-day program responsibilities for: 1) Food assistance services including ordering commodities, supervision of volunteers, preparation of reports for funders, and documentation of activities; 2) Utility assistance including preparation and submission of applications; interaction with utility companies, other service providers, and the Dollar Energy Fund, and documentation of activities; and 3) Holiday assistance services including completion of intakes, promotion and coordination of food and toy drives, recruitment of and training volunteers, and documentation of activities

Provides assistance in resource development efforts such as the South Side Soup Contest, Christmas in July, and Bravo, Brashear including recruitment of volunteers, collection of door prizes and sponsorships, preparation of solicitations, promotion of events through social media, and mailing list maintenance

Coordinates volunteers for family services in coordination with the Director of Programs and Services

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 Programs and Services, 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.

Must obtain FBI fingerprints and Child Abuse Clearance within 1 week of employment. (Please provide the Youth Education Coordinator with original receipts, for reimbursement costs of purchased FBI and Child Abuse Clearance.)

Physical Requirements:

Prolonged periods of sitting at a desk and working on a computer.

Must be able to lift up to 15 pounds at times.