

# JOB DESCRIPTION

<b>JOB TITLE:</b> Case Manager		<b>FLSA STATUS:</b> Non-Exempt
<b>SUPERVISOR:</b> As Directed	<b>PAY GRADE:</b> 4	<b>SUPERVISOR RESPONSIBILITIES:</b> No

## **ESSENTIAL DUTIES:**

1. Responsible for interviewing, enrolling, orienting and serving consumers; travel is required.
2. Responsible for case management including: assessment; eligibility testing; goal planning; referrals; follow-up; and case documentation.
3. Develops and maintains comprehensive knowledge of community resources and provides information and referrals.
4. Advocates for and assists consumers in obtaining all applicable and available services and support necessary to achieve the consumer's goals.
5. Creates and implements curriculums and workshops that contribute to the consumer's goals.
6. Maintains knowledge of the local job market and job openings to assist consumers in obtaining and maintaining employment.
7. Encourages and mentors consumers to achieve economic independence.
8. Recognizes consumer's achievements; submits success stories.
9. Ensures consumer and service data is accurately collected, recorded and reported within required timelines.
10. Submits risk management input and assists with risk mitigation.

## **QUALIFICATIONS:**

**Special Licenses, Traits, Skills and/or Certifications:** Enthusiastic, self-starter, quick learner; problem solver; resourceful and innovative; detail oriented, organized; capable of independent work; excellent communication and interpersonal skills; demonstrates common sense.

**Education and/or Experience:** Bachelor's degree and a minimum of one year of related experience; or an equivalent combination of education and experience.

**Computer Skills:** To perform this job successfully the following computer skills are required: Computer Literate [refers to the ability to use software applications]; Internet Explorer; Microsoft Outlook; Microsoft Excel; Microsoft Word; Windows Operating System.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that need to be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently required to stand. The employee is frequently required to walk. The employee is regularly required to sit. The employee is frequently required to use hands to finger, handle, or feel. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee is regularly required to talk and hear. The employee is occasionally required to smell.
- The employee should be able to frequently lift and/or move up to 25 lbs and occasionally lift and/or move up to 45 lbs.
- Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception, ability to adjust focus.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is occasionally exposed to work near moving mechanical parts, occasionally exposed to outdoor weather conditions, occasionally exposed to risk of electrical shock.
- The noise level in the work environment is usually moderate.

**WORK CONDITIONS:** The work conditions for this job description are:

- Access to reliable transportation to perform essential duties and obtains and maintains the organization's motor vehicle liability insurance requirements. Maintains an acceptable motor vehicle record, acceptable Pennsylvania child abuse history clearance and criminal record report. May have multiple work sites.
- Community Action, Inc. maintains an at-will policy of employment that means employment and compensation may be terminated with or without cause and with or without notice at any time at the option of either Community Action, Inc. or the employee.

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The statements contained herein describe the scope of the responsibility and essential functions of this position, but should not be considered to be an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other areas to cover absences or relief to equalize peak work periods or otherwise balance the workload.

I CERTIFY I HAVE READ THIS JOB DESCRIPTION, IT HAS BEEN EXPLAINED TO ME AND I UNDERSTAND MY DUTIES AND RESPONSIBILITIES AS STATED HEREIN. I UNDERSTAND COMMUNITY ACTION, INC. MAINTAINS AN AT-WILL POLICY OF EMPLOYMENT WHICH MEANS EMPLOYMENT AND COMPENSATION MAY BE TERMINATED WITH OR WITHOUT CAUSE AND WITH OR WITHOUT NOTICE AT ANY TIME AT THE OPTION OF EITHER COMMUNITY ACTION, INC. OR MYSELF AS AN EMPLOYEE.

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Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Immediate Supervisor Signature

\_\_\_\_\_  
Date