



POSITION TITLE: Case Manager I

DEPARTMENT: Social Services

REPORTS TO: Director of Social Services or Lead Case Manager

POSITION SUMMARY: This position will work directly with clients providing case management services for our clients. These duties may entail intake assessments, assisting with making appointments, and making referrals to other programs on-site and in the community.

SALARY RANGE: \$22.00 - \$25.00 per hour, full-time.

SCHEDULE: Tuesday- Saturday 11:30-8:00 pm

POSITION REQUIREMENTS

EDUCATION: Prefer Bachelor's Degree in Social Services field or equivalent preferred, minimum of an AA degree required with case management experience.

EXPERIENCE: A minimum of one-year of previous experience providing case management services recommended.

POSITION KNOWLEDGE: Ability to work with individuals from a variety of backgrounds. Possess a willingness and ability to learn about resources available in the community. Provide support and direction to our clients in assisting them to become self-sufficient. Must possess excellent communication skills both verbally and in written format. Education, training, and experience working with clients with substance abuse and/or mental health issues. Bilingual Spanish preferred.

LICENSE: Must possess a valid California driver's license. Maintain in good standing.

PRINCIPAL DUTIES

- Complete an initial needs assessment and act upon critical needs appropriately and immediately.



- Empowers clients to become involved in their own planning and goal setting to self-sufficiency.
- Will assist clients with completing documentation required for various programs for which they may qualify.
- Prioritized sustainability along with permanent housing, case management needs, and employment if needed.
- Will provide referrals to clients of resources available in the community.
- Will provide outreach services to homeless individuals and families in the community.
- Be willing to act as an advocate for our population.
- Be able to complete necessary reports regarding statistics to meet all requirements of funders.
- Complete all required documentation to ensure that all agency and funder requirements are met.
- Works in collaboration with the department and all other department staff of St. Mary's to facilitate a team environment.
- May assist to do presentations or staffing information booths at community events.
- May assist with accompanying clients to necessary appointments.
- Conduct outreach on and off campus to clients, informing them of our services.
- Be able to keep accurate and updated notes on client's services.
- Will embrace our mission statement and work to enrich the lives of the clients we serve.
- Ensure documentation in HMIS is completed in a timely manner, upload document as required and completed as accurately as possible.
- Must complete with the Confidentiality policy.
- Comply with program rules and regulations.
- Perform other duties as assigned.

PHYSICAL & MENTAL:

- Mobility: frequent sitting for long periods; frequent operation of a data entry device; occasional walking, standing, pushing, pulling, bending, squatting, and climbing.
- Lifting: frequent lifting of 25 pounds or less; occasional lifting of 5-30 pounds.
- Visual: constant use of good, overall vision and reading/close-up work; moderate use of color perception and hand/eye coordination; occasional use of depth perception and peripheral vision
- Hearing/Talking: frequent hearing of normal speech, talking/hearing on the telephone and in person.



- Emotional/Psychological: frequent decision-making, concentration, and public contact, occasional public speaking, occasional exposure to situations involving trauma, grief, or death.
- Environmental: frequent work in a standard office environment, occasional exposure to varied weather conditions.

St. Mary's Community Services provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.