

FRIENDLY HOUSE, INC.
JOB DESCRIPTION

POSITION TITLE: Case Manager / Green Island Neighborhood Center

BASIC DUTIES: To provide neighborhood based social and case management services for families and individuals.

REPORTS TO: Program Director

DUTIES WILL INCLUDE:

- Provide direct supportive services including: 1) meeting basic needs such as food, clothing, housing and financial assistance; and 2) Provide case management services including needs assessment, service planning and coordination, referral to other community agencies for needed services, and advocacy with agencies to ensure that needed services are received.
- Provide eligibility screening for programs that provide direct financial assistance to or on behalf of individuals and families needing financial support for undocumented persons and families; and, direct financial assistance to maintain housing or prevent housing eviction. Refer to appropriate agency program responsible for providing these services.
- Maintain client records to including demographic and eligibility information, presenting problems, barriers and strengths, client service plans and outcomes. Enter information as required into the agencies online client information system.
- Represent the agency by participating at community meetings, task forces and other planning efforts to improve the availability of human services in the community.
- Promote agency programs & maintains working relationships/partnerships with neighborhood organizations, groups, residents, clientele, churches and businesses without compromising or interfering with on-site program delivery.
- Assist clients with individual or family problems related to their immigration status, including assistance completing immigration related forms. Maintain knowledge regarding current immigration laws and best practices in assisting families with these issues.
- Performs other related duties as assigned

QUALIFICATIONS:

- Knowledge of program service area and neighborhood
- Experience and/or education in community development, direct social services, case management or related field.
- Associate's Degree strongly preferred
- Ability to work independently with minimal supervision
- Access to reliable transportation required
- Bilingual Spanish/English strongly preferred
- Excellent verbal and writing skills required, including knowledge of computer software programs such as Microsoft Word and Excel