

**COMMUNITY ACTION PARTNERSHIP OF LAKE COUNTY  
POSITION DESCRIPTION  
DATE: OCTOBER 2020**

<b>POSITION TITLE: Case Management Representative</b>	<b>DEPARTMENT: CSBG LOCATION: Water Street</b>
	<b>REPORTS TO: Systems Operations Manager</b>

**PURPOSE:**

Responsible for the prompt and accurate entry of all program data, client files into the system. Provide assessment for individuals and families requiring assistance in food, transportation, shelter, employment and referrals to other social service agencies by performing the following duties.

**MAJOR RESPONSIBILITIES:** include the following. Other duties may be assigned.

- Ensures promptness and accuracy of all data entry
- Interviews clients with problems such as personal and family adjustments, finances, employment, food, clothing, housing, and other basic needs to determine nature and degree of problem.
- Advise client individually, in family, or in other small groups regarding plans for meeting needs and aids client to mobilize inner capacities and environmental resources to improve social functioning.
- Refers clients to community resources and other organizations.
- Complies records and prepares reports as needed.
- Reviews service plan and performs follow-up to determine quantity and quality of service provided client and status of client's case.
- Accesses and records client and community resource information.
- Secures supplementary information such as employment, landlord statements, income and other documents necessary.
- Determines client's eligibility for financial assistance.

**QUALIFICATIONS:**

- Excellent communication skills
- Ability to work well with others
- Rapid typing or data entry speed
- Knowledge of CSBG program and requirements
- Maintain a current driver's license and means or reliable transportation
- Must be able to work flexible hours as needed to accommodate families. This may include hours after regular worked hours.

**EDUCATION AND EXPERIENCE REQUIREMENT:**

High School or equivalent. AA or Bachelor's Degree in Human Services, Social Service or related field. Intake and assessment with case management experience preferred. Two years'

experience working in social service environment. Must have good working knowledge of office software.

**Language skills**

- Must have good verbal and written skills.

**Mathematical skills**

- Must be good in budgeting, basic math.

**Reasoning ability**

- Must be able to think clearly and fairly, with good critical thinking skills.

**PHYSICAL REQUIREMENTS:**

While performing the duties of this job, the employee is required to stand, walk, sit and talk and hear. The employee must occasionally lift and/or move up to 20 pounds.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individual with disabilities to perform the essential functions.

**BASIC SKILLS REQUIRED TO PERFORM THE JOB:**

Reading, writing, speaking, listening, problem-solving, analyzing, motivating, communicating, counseling, coaching, disciplining, performing basic math, organizing, detailing.

**OTHER REQUIREMENTS:**

While performing the duties of this position, the employee must maintain a current driver's license and proof of insurance at all times. Employee is also required to retain a satisfactory driving record in order to maintain insurability under the organization's insurance coverage.

**SIGNATURES:**

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Client Service Manager

\_\_\_\_\_  
Date

\_\_\_\_\_  
Human Resources

\_\_\_\_\_  
Date