

# Job Announcement

**Date:** January 31, 2022

**Position:** Case Management Representative

**Department:** CSBG – Community Service Block Grant

**Locations:** Waukegan

**Hours Available:** Monday – Friday / 8:30 am – 5:00 pm

**Status:** Full time/Permanent

**MAJOR RESPONSIBILITIES:** *Other duties may be assigned*

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. Provide assistance to support agency Food Pantry.

**ESSENTIAL DUTIES:**

- 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.
- Maintain all records necessary for the implementation of this program in an orderly and easily retrievable manner.
- 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.
- Enter data into State computer system.
- 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.
- Pack food pantry orders and stock shelves as needed.
- Responsible for implementing food pantry policies and procedures.
- Responsible for the maintenance of the food pantry as needed.
- Perform other administrative support duties as required, such as completion of word processing assignments, filing, mailing, photocopying and collating.

**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.



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- Must be able to work flexible hours as needed to accommodate families. This may include hours after regular worked hours.
- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are a representation of the knowledge, skill and ability required.

## **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.

## **PHYSICAL REQUIREMENTS:**

- While performing the duties of this job, the employee is required to stand, walk, bend, stoop, sit, talk and hear. The employee must occasionally lift and/or move up to 50 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.

## **HOW TO APPLY**

### **Internal Applicants:**

Complete and submit internal employment application with current resume.

### **External applicants:**

Complete and submit an Application for Employment along with a current resume via:

- Email: [hr.request@caplakecounty.org](mailto:hr.request@caplakecounty.org). Subject Line: Resume
- Drop-off: Place resume and application in the drop box at 2424 Washington St. Suite 207, Waukegan, IL 60085
- Hours of Operation: 8:00 a.m. to 4:00 p.m. Monday - Friday

Download employment application from [caplakecounty.org/careers.html](http://caplakecounty.org/careers.html)

**Equal Opportunity Employer**