



Main Office
405 N. Elm Street, Lumberton, NC 28358
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JOB DESCRIPTION

Title:	Case Manager
Status:	Non - Exempt
Terms:	Permanent Full Time
Department:	CSBG/Robeson County
Reports To:	CSBG Supervisor
Pay:	\$18.03 per hour
Job Summary:	A genuine concern for and the ability to motivate, implement approved strategies, and assist low-income families toward solving their problems. Must have reliable transportation and be computer proficient and able to document work in web-based database.

Essential Duties and Responsibilities:

- Responsible for intensive comprehensive case management of participants in the self-sufficiency program for the purpose of helping low-income families improve their quality of life.
- Must be able to enroll and maintain a total caseload of at least 20 clients/families and guide clients/families annually to self-sufficiency.
- Maintain proper documentation and submit reports in a timely manner.
- Responsible as scheduled for doing initial intake on all clients that present to CADA for services. Work includes doing an initial intake assessment of needs and referring clients to the proper program.
- Must maintain computerized case records accurately and in a timely manner.
- Schedule appointments for client intake.
- Complete applications for initial client intake.
- Conduct general agency orientation so client will be aware of eligible services.
- Verify household member information/income etc.

- Verify all income for household members.
- Make client folder, placing in proper order.
- Refer client to appropriate programs and/or agencies before the close of business on the day of intake.
- Follow up with appropriate program and/or agency to confirm client contact with case manager.
- Enroll eligible participants into self-sufficiency as assigned.
- Complete a needs assessment on all participants.
- Work with the participant to design an action plan to help the participant and family to rise above poverty.
- Provide intensive comprehensive case management in assisting participants to reach their goals.
- Stay in contact with the participant on a bi-weekly basis with at least one face-to-face contact per quarter.
- Regularly evaluate the progress of the participant.
- Make adjustment to the action plan with the participant as necessary for success.
- Update participant records within 24 hours after any contact with or on behalf of the participant.
- Input all information into the AR4CA web-based computer program.
- Network with local individuals and agencies as needed in performance of duties.
- Send letters of congratulations or termination as appropriate.
- Submit all required reports in a timely manner.
- Perform other duties as assigned.
- Assist with housing and employment and emergency assistance programs.

Education Requirements:

- Four-year degree in Social Work, Sociology, counseling, or related field, or equivalent in experience.

Equal Opportunity Employer