

Position Title: Case Manager
Reports To: Program Director
Supervises: N/A
Compensation: \$39,000-\$43,000 (depending on experience), FTE, Benefits, Salaried-Exempt
Date Created: January 2019

Summary:

Middleton Outreach Ministry (MOM) is working to bring our community together to create food and housing security through action and advocacy in the West Madison, Middleton, and Cross Plains area. The Case Manager is responsible for assisting clients to overcome barriers to stable housing by providing case management, advocacy services, case planning, and referrals. The Case Manager will provide culturally inclusive, trauma-informed services and will incorporate best practice techniques into the program.

Essential Duties and Responsibilities:

The Case Manager will:

Direct Services Management

- Provide case management services according to individualized need to assist with housing stabilization.
- Actively collaborate with the Homeless Services Consortium providers and other programs in Dane County to successfully meet the needs of MOM clients.
- Help clients gain access to affordable housing by making referrals to flexible landlords, assisting with applications for low-income housing, and performing other duties as informed by individual circumstances.
- Provide advocacy to clients experiencing barriers to stable housing such as employment and budget counseling, mediation with landlords, and referrals to partner agencies.
- Assist clients to access public benefits where applicable, including Social Security, Food Share, and W2.
- Conduct annual follow-ups with clients who have received financial assistance for rent to assess housing stability.
- Work in conjunction with the food pantry manager to identify needs associated with food access.
- Collaborate with other service providers working with the household, as appropriate.
- Other duties may be assigned.

Program Management

- Maintain records and assist in report writing as required by the agency and funding sources.
- Document case management appointments/client interactions in a timely manner.
- Collect data to measure outcomes and complete reports as required by funding sources.
- Record monthly metrics to track monthly expenses across all client programs.
- Manage Client Assistance Tracker to assure that programs operate within budget.
- Utilize existing metrics, client feedback, and other data as available to determine efficacy of programs and recommend changes in programs and procedures as needed.
- In collaboration with the Program Director, establish goals and action plans as they relate to client programs.
- Participate in Client Engagement Group to gather feedback related to MOM programs.
- Update information for clients on Media Player in the food pantry and send email updates to clients via Constant Contact.

Qualifications:

- Must be willing to engage in personal and professional work around cultural competency and knowledge of racial justice values.
- Ability to learn the following: best practice techniques of case management, landlord/tenant law, low-income and subsidized housing programs, eviction prevention programs, trauma-informed care, issues of mental health and substance abuse, poverty issues, and knowledge of resources available to low-income households.
- Must have excellent record-keeping and organizational skills.
- Must be adaptable and being willing to work as part of team.
- Demonstrate effective oral and written communication skills.
- Have basic computer skills, including use of Microsoft Word, Excel, Power Point, and client database.
- Able to deal with sensitive issues in a confidential, professional, ethical, and caring manner.
- Maintain the capacity to set boundaries and accept the limits of what can be accomplished during a specified period of time.

Preferred Experience:

- Associate's degree in the social sciences, human services, or related field.
- Two years of experience in the following areas: case management, working with people who experience low-incomes, as well as those at risk of homelessness, and referring them to appropriate community resources, and advocacy.
- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Staff Core Competencies:

At MOM, no matter the role, we all are stewards of community resources, using them to best serve clients towards our mission and vision. To do this, we bring donors, volunteers, and community partners together to create a lasting impact. The Case Manager is an integral part of MOM's team and all staff must demonstrate specific core competencies.

Working Conditions:

Physical Requirements: Mostly sedentary work, exerting up to 25 lbs. of force occasionally or a negligible amount frequently; on occasion more exertion is required when working in the Distribution Center.

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.