

**Title: Community Outreach Case Manager**

**Department: Hunger, Homeless & Outreach**

**Hours Worked: 37.5 Hours per week**

**Location: St. Francis Center, Riviera Beach**

**Job Description**

Reports to: Program Director

Supervises: None

FLSA Status: Non-Exempt

**Essential Duties and Responsibilities:**

* Providing centralized intake and scheduling for appointments.
* Answering phone lines and referring to internal and external resources.
* Familiarizing with community resources to give appropriate referrals.
* Advocating for clients when necessary, and in client’s best interest, so they can receive the services they need.
* Assisting clients with enrollment in available web-based applications for resources including food stamps (SNAP) and Medicaid.
* Must attend trainings and obtain on-line certifications to become ACCESS and One-e-App partners.
* Must attend and successfully complete all training related to Council on Accreditation (COA), and Outreach Program.
* Screen clients for available Catholic Charities emergency services including rent and utility payment assistance, food assistance and bus transportation assistance.
* Assure program criteria met for receipt of such services.
* Following up with clients when appropriate.
* Assisting clients to identify and explore barriers to self-sufficiency to include computerized budget assistance and referrals to other support agencies.
* Maintaining required documentation for each call/encounter; gathering and compiling data electronically for reporting purposes.
* Submit electronic monthly program reports to Program Director in timely manner.
* Maintaining all aspects of confidentiality of client information.
* Recruiting volunteers.
* Interfacing with other community agencies as much as possible for collaborative purposes.
* Soliciting funds to provide resources to support client and agency needs.
* Prioritize and respond to the needs of potential client.
* Supporting and participate as needed in the reaccreditation process.
* Becoming familiar with and carrying out the policies and procedures of Catholic Charities.
* Supporting the Social Teachings of the Catholic Church.

**Qualifications:**

* Bachelor’s Degree preferred; however related work experience can be substituted.
* 1 year of experience working in case management or related field; volunteer work will be considered.
* Bilingual with fluency in English and Spanish preferred.
* Computer skills in Microsoft Suite including Word, Excel, Outlook, and database management.
* Excellent communication skills both written and verbal.
* Ability to work independently, set priorities and make decisions with minimal supervision.
* Ability to multi-task,
* Self-control and appropriate behavior during working hours and when representing the agency.
* Common sense and good judgment in handling day-to-day matters without direct supervision.
* Ability to forge mutually respectful partnerships with supervisor, coworkers, and clients with an understanding and sensitivity to cultural differences.
* Organized, self-starting, punctual, honest, and courteous.
* Knowledge and support of Catholic Social Teaching.
* Ability to work effectively with Diocesan employees, pastors, departments heads, representatives of other agencies and the public.
* Ability to respect confidentiality and consistently exercise discretion and good business judgment.
* Ability to work irregular hours.

**Physical Requirements:**

* Willingness to travel throughout the Diocese of Palm Beach to fulfill job requirements.
* Willingness to respond to emergency situations without notice.
* Occasional light lifting and carrying of less than 15 pounds.
* Occasional moderate carrying and lifting of 15 – 44 pounds.
* Frequent use of both hands and fingers (i.e., typing).
* Frequent extended periods of sitting.
* Occasional periods of standing, kneeling, and climbing.
* Occasional ability of minimal hearing (i.e., driving) and routine hearing (i.e., listening to others in
* conversation).

**The above is intended to describe the general context of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, ore requirements.**

**Reviewed/Approved by:**

**Executive Director: \_\_\_\_\_ Supervisor: \_\_\_\_ Human Resources: \_\_\_\_\_Operations Director: \_\_\_\_\_**

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 **Hand delivered on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Supervisor)**

 **to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Employee).**

 **I acknowledge receipt of and understanding of my job responsibilities as outlined.**

 **in this Job Description.**

**Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Employee) Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Supervisor) Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Copies: Supervisor, Employee Original: Human Resources**