

Job Posting: CASE MANAGER

Pineville Neighbors Place is a growing 501c3 non-profit service organization. For 7 years, PNP has provided crisis assistance to our neighbors living in the 28134 zip code or that have students attending Pineville and Sterling Elementary Schools. The mission of Pineville Neighbors Place is to connect our neighbors affected by financial insecurity to available services, empower our neighbors to make life sustaining choices and unify the community of Pineville. PNP is supported through the generosity of individuals, foundations, area churches, businesses, and grants.

Job Overview:

The Case Manager will be a part-time employee (~20 hours/week) and will provide short-term crisis assistance services to clients and their families. Eligible clients are provided with assistance for past due rent, utilities, food, and budget awareness. This includes assisting with intake as needed, completing assessments, and making referrals for emergency financial assistance.

The Case Manager offers supportive services related to employment, family issues, and financial education, among others. The Case Manager is also responsible for facilitating Pineville Neighbors Place budget classes, creating, and maintaining case notes, and setting deadlines for monthly client intake. The goal of these services is to provide the highest quality service to clients with the objective of assisting them through financial crisis and moving them toward self-sufficiency.

Responsibilities:

The Case Worker is responsible for the delivery of crisis assistance including, but not limited to, the following:

- Complete assessments of the client's needs based on service requirements, via virtual telephone/computer and face to face. Determine client eligibility for program assistance based on specific program guidelines and restrictions.
- Manage a variety of online inquiries & calls, providing initial screening and assessment for crisis intervention with utmost proficiency.
- Document client records according to established standards.
- Schedule client appointments and facilitate services across all stakeholders.
- Provide budget/financial awareness.
- Report related data and measurement outcomes.
- Manage monthly and ongoing caseload and process housing assistance-related transactions; ensure applicants/participants understand their responsibilities and program rules; maintain accurate and detailed information.
- Adhere to organization and partner agency policies and procedures, meet goals timely and accurately, provide excellent customer service, and perform other duties as required.
- Maintain a cooperative working relationship with community partners. Maintain knowledge of local partner agency guidelines and as needed federal, state, and program guidelines to ensure effective implementation.
- Must be able to work independently as well as part of a team.
- Ability to cultivate and maintain effective relationships with a diverse group of people and remain sensitive to their concerns.

Qualifications:

Requires an undergraduate degree and experience equivalent to two (2) years in a social service field utilizing the required knowledge, skills, and abilities, such as finance, public administration, housing administration and social work.

- Bachelor's degree or Master's degree in social work is a plus.
- Experience working with and ability to maintain effective relationships with staff, clients, property managers, partner agency personnel, and others.
- Strong interpersonal skills and interviewing techniques; establish rapport with participants to assist them in program participation.
- Excellent communication skills, written and verbal; Spanish speaking a plus.
- Demonstrate a strong ability to identify, analyze and solve problems and make recommendations.
- Strategic thinker and growing knowledge of resources available to assist clients.
- Passion for community/macro social work as this is not a clinical position.
- Able to organize and prioritize many tasks effectively in a fast-paced environment.
- Experience with financial budgeting.
- Knowledge and experience with Housing Choice Voucher Program and other related components such as Family Self Sufficiency, portability practices, and Rent Reasonableness; knowledgeable of HQS standards.

This job information is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Work Requirements:

- Position requires sitting and performing repetitive movement while using the computer and telephone.
- Working weeknight and weekends is sometimes required.
- Computer literate and proficient with computer applications to complete referrals for partner agencies.
- Strong computer and Internet proficiency, including but not limited to Microsoft Office, Google G-Suite, and database applications.
- Salesforce Database experience a plus.

Pay commensurate with experience and education. PNP is an Equal Opportunity Employer and drug-free/smoke-free work environment.

Work hours are Mon-Thurs during Pineville Neighbors Place office hours, working about 20 hours per week.

Cover Letter & Resume required. Please send to jobs@pinevilleneighbors.org

Accepting applications until filled. NO PHONE CALLS or WALK INS.