CASE MANAGER

Interfaith Community Services (ICS) is a 35-year-old non-profit 501(c)(3) organization that provides services for seniors, adults with disabilities, and individuals facing financial crises in the greater Tucson community. The mission of ICS is to help people in need achieve stable, healthy and independent lives. Essential safety-net services include emergency financial assistance for rent, utilities and other essential items; emergency food boxes and supplies for low-income families and individuals; a resource center for employment assistance, financial literacy, and job coaching; and transportation, caregiving services, and health advocacy for seniors and disabled individuals. ICS is supported by 1,000 committed volunteers, 117 faith communities, and many community partners.

Description
The primary purpose of this position is to provide case management, immediate services, and referrals to clients at-risk of homelessness. This position works with a number of grants that seek to prevent homelessness of our clients through strategic, targeted emergency financial assistance focused on rent, utility assistance and removing barriers to employment. Our programs seek to assist them to become self-sufficient especially in the areas of housing and employment. This position will manage cases out the East Side ICS office on Old Spanish Trail and the Southside Office on Irvington Rd, but may also include appointments at the Northwest office.

This position is made possible with several funded grants and continuation of the position is dependent upon the availability of funding.

Duties and Responsibilities:
• Schedules and conducts in-person and phone interviews to determine eligibility for financial assistance
• Provides personalized case management to clients helping them identify barriers to financial stability and assists in determining client action steps with case planning
• Coordinates outside referrals to other community resources and follow-up on those referrals
• Coordinate with the ICS Workforce Development Coordinator regarding employment needs
• Processes checks needed for stabilizing housing situations or other emergency needs
• Verifies vendor TINs through the IRS e-services site.
• Maintains confidential client files and documentation of services rendered
• Responsible for entry of client info into the ICS Efforts to Outcomes Database, Pima County’s Database, and the HUD Homeless Management Information System (HMIS)
• Conducts follow-up client assessments and evaluations and enters in appropriate database
• Prepares required reports
• Participates in meetings and trainings required by ICS or other funders

Minimum Knowledge and Skills Required by the Job:
Bachelor’s degree in social service area or a minimum of four years’ experience in case management or related fields. A combination of training, education, or experience may meet this requirement. Must be able to relate to and work with a wide range of community and government organizations; have strong communication skills, attention to detail and flexibility to contribute to a team environment; have good computer skills and experience with Microsoft Office applications. Ability to operate new database systems in coordination with other community agencies. Able to work independently to maintain required number of appointments and must possess exceptional organization and time management
skills. Must have reliable vehicle with proper state registration and insurance. Must also pass a background check and be able to qualify for a fingerprint clearance card. Bi-lingual (Spanish) skills are preferred.

Reports to: Social Services Manager

Schedule: 40 hours per week

FLSA exemption status: Non-Exempt

Compensation: Depending on qualifications and experience. Benefits provided include group health insurance, Simple IRA, generous Paid Time Off, and paid holidays.

Send resume, salary requirements and three professional references to: recruiting@icstucson.org. This position will remain open until filled, however, we will conduct first reviews of applications on Wednesday, June 10, 2020 at 9am.