

CASE MANAGER- ENTRY LEVEL

Description: Interfaith Community Services is in search of a highly-organized, flexible, multi-tasker with strong attention to detail to provide part time case management and to part time coordinate with the intake team. This position will work with a small number of clients to help prevent homelessness and coordinate with the intake and resource team to complete numerous administrative and intake assistance for case managers duties in a fast-paced environment.

All positions at ICS are expected to interact with participants, volunteers, and staff in a profession manner, reflecting ICS's Core Values Respect, Integrity, Compassion, Collaboration, and Innovation. Volunteers and donors are integral to successful mission-delivery of ICS services. Employees are expected to interact with all volunteers and donors in a manner consistent with ICS core values.

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
- Coordinate the intake process and closely work with case managers to coordinate client information for all ICS sites
- Coordinates outside referrals to other community resources and follow-up on those referrals
- Receiving and routing phone calls
- Assist in training of volunteers
- Gathering of documentation for rental and utility assistance

Additional Duties:

- Attend monthly staff meetings.
- Participate in additional training programs when requested.

Minimum Qualifications: This position requires strong verbal and written skills; strong computer skills including Microsoft Office Suite, Outlook, word processing, spreadsheets, and data entry. Ability to learn and masters the Efforts to Outcome database system. The ability to communicate compassionately, clearly, and tactfully with the public and volunteers is essential. A minimum of 2 years of general office experience and bi-lingual (Spanish) skills are preferred. Experience in handling a phone system with multiple lines is preferred. Must have reliable transportation and valid driver's license.

Reports to: Social Services Director

Supervises: Front Office Volunteers

Work Schedule: Full Time, Monday through Friday, 40 hours per week, 8:30am to 4:30pm with limited flexibility

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 **Tuesday, August 24, 2021**.