



CASE MANAGER (ENTRY LEVEL)- FAYETTEVILLE, NC

AGENCY DESCRIPTION

Connections of Cumberland County is a non-profit 501(c)3 located in Fayetteville, NC. We operate the only Day Resource Center in the area serving single women and single women with children that are homeless or at risk of homelessness. We provide comprehensive case management and other supportive services to our clients in an effort to improve the lives of children within the families.

JOB DESCRIPTION

As a rapidly growing agency, we are looking to add a Case Manager to assist in processing and managing client needs within assigned program guidelines. This is an entry-level position with a great opportunity for growth. The ideal candidate is energetic, organized, self-motivated, and is able to work comfortably without continuous oversight. They are passionate about making a difference in the lives of the children and families we serve and eager to work in an empowering environment.

REQUIRED EXPERIENCE

- Entry-level position. Up to a year of case management or data entry experience preferred.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential functions include, but are not limited to the following:

- Oversees assigned clients to ensure compliance of approved special program
- Conducts timely in-person or by-phone meetings with participants to ensure consistent care
- Verifies all submitted information and documentation and performs initial eligibility review.
- Communicates file-specific or broad-spectrum policy updates to participants as necessary.
- Carries out front-to-finish file preparation, including but not limited to verifying electronic data integrity and conducting periodic document reviews.
- Returns applicant oral and written communications within 24 business hours of receipt.
- Provides community resources and assistance information to applicants to ensure comprehensive delivery of services.
- Accurately documents interactions and information in the appropriate database system in a timely manner.
- Participates in team, site, or program-level file update exercises as required to meet set goals for delivery.
- Identifies and escalates issues to the Case Management Coordinator and/or Executive Director as necessary.
- Protects and secures the privacy and confidentiality of non-public information (PII).
- Stays current on program policies and procedures through training, daily updates, and internal communications.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)

- Degree or equivalent experience in human services
- Highly-organized, self-motivated individual with the ability to work comfortably without continuous oversight
- Unwavering focus on customer service and delivering an unparalleled client experience
- Team player with the ability to work in a fast-paced environment with a solution-oriented mindset
- Strong proficiency with data entry, Google Docs and Microsoft Office (Microsoft Word, Excel, and Outlook)

EMPLOYMENT TYPE

- Temporary dependent on contract length, minimum 1 year
- Part-time - Monday-Thursday, 8:30am-4:00pm (1 Hour Lunch)
- Occasionally, evening and weekend hours may be required for events and/or outreach efforts
- Not to exceed 30 hours per week

PAY RANGE

- \$12 to \$15 per hour
- Based on experience and qualifications

Send Resume to admin@connectionsofcc.org