

**Job Title:** Family Services Case Manager  
**Department:** CNI- Newport News  
**Reports To:** Family Services Lead Case Manager  
**FLSA Status:** Non-Exempt

### **MISSION STATEMENT**

HRCAP connects people to educational, social and economic programs that create self-sufficiency thereby changing lives, creating hope and making our community a better place to live.

### **VISION**

A strong, vibrant community where all citizens are self-sufficient and empowered.

### **VALUES**

Community Action Agencies improve people's lives, embody the spirit of hope, improve communities and make America a better place to live. We care about the entire community and we are dedicated to helping people help themselves and each other.

### **SUMMARY**

Performs social work and mobility case management for households in the Choice Neighborhood Marshall-Ridley neighborhood. Employee is responsible for assisting clients in achieving self-sufficiency, determining eligibility for assistance through various Service Provider Network programs and by the Newport News Human Services Department such as financial assistance, childcare assistance, and other programs associated with the CNI Support Services and Programs identified in the People Plan. Work involves performing case management, relocation coordination with Newport News Redevelopment Housing Authority, providing counseling, assessing client needs, coordinating provision of needed services, and maintaining case records.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties within the scope of this position may be assigned.

Manages caseload of Ridley households to assist clients in achieving self-sufficiency; assess needs of households and determines appropriate supportive services; meets with clients regularly, assigns clients to activities aligned with individual and household development plans.

- Determines eligibility for assistance and benefit levels using EmpowOR Client Management System.
- Establishes and monitors individual and household development plan goals through information and assessment of client background.
- Explains nature of temporary assistance benefit programs and determines reason and need for assistance.
- Explains client responsibilities, rights and program availability.
- Evaluates employability status of clients and explores potential Workforce Development Programs.
- Processes intake applications for necessary community resources and diversion.
- Refers clients to Human Services as the result of overall assessment of situation as needed.
- Coordinates and participates in out of office visits with family members and other professionals.

- Prepares referrals for families requiring assistance; collaborates with Service Provider Network and other agencies or professionals as needed.
- Maintains current listing community resources.
- Create, monitor and track household development plans.
- Prepares and maintains confidential case records and files; documents all interactions with clients by entering data into EmpowOR Client Management System.
- Prepares and completes various forms, reports, correspondence, case records, client activity reports, service plans, assessment instruments, needs assessments, purchase orders, invoices, applications, funding reports, charts, or other documents.
- Receives and completes various forms, reports, correspondence, case records, client activity reports, service plans, assessment instruments, needs assessments, purchase orders, invoices, applications, funding reports, charts, or other documents
- Operates several technology tools (desktop, laptop, tablet, cellphone, hotspot, etc.) to enter, retrieve, review or modify data; verifies accuracy of entered data and makes corrections.
- Utilize MS Office, EmpowOR Client Management System, e-mail, internet, other computer programs; performs basic maintenance of computer system and office equipment, such as replacing paper, ink, or toner.
- Communicates with supervisor, employees, other departments, clients, family members, companion aides, Newport News Human Services, government agencies, counselors, medical provides, law enforcement personnel, court personnel, attorneys, schools, Service Provider Network, professional colleagues, the public, and other individuals as needed to coordinate activities, review status of household plans, exchange information, or resolve problems.
- Maintains confidentiality of department issues and documentation.
- Operates a motor vehicle to conduct work activities.
- Performs general/clerical tasks, which may include answering telephone calls, entering data into computer, typing documents, making copies, sending/receiving faxes, filing documentation, or processing incoming/outgoing mail.
- Provides assistance to other employees or departments as needed.
- Performs other related duties as required.
- Represent the organization in professional, civic, and community groups as requested by the CEO.

**SKILLS REQUIRED** include the following. Other skills within the scope of this position may be assigned.

- Helps establish performance measures and monitors outputs and outcomes.

- Comprehensive understanding of data systems, including tracking, reporting, monitoring, customer satisfaction, and evaluation.
- Ability to work independently, take initiative and be an effective team member.
- High-level communication and interpersonal skills a must.
- Exceptional time management skills with ability to multitask; ability to work well under pressure, prioritize workload, and meet tight deadlines.

### **SUPERVISORY RESPONSIBILITIES**

None.

### **SAFETY RESPONSIBILITIES**

In addition to complying with the guidelines for all associates:

Comply with all Federal, State and Local regulatory standards and procedures.

Ensure that all associates are trained in HRCAP's Safety Policies, Rules and Regulations; trained for the jobs they will be performing; trained for the equipment they will be using; and understand the potential safety hazards in their work area.

Ensure that applicable personal protective equipment is available, in proper operating condition, and used for each job performed.

Ensure that equipment is in safe operating condition and that all safe guards are in place.

Constantly monitor the work area, conduct periodic safety inspections of your area and take immediate corrective action when work areas and/or practices are deemed to be unsafe or deficiencies are found.

Conduct accident/incident/near miss investigations in a prompt and thorough manner and initiate procedures to prevent reoccurrence.

Immediately report accidents/incidents/near misses to Human Resources and the department director.

Be accountable for all staff who are out on lost time accidents and actively initiate light duty return to work as soon as possible.

Be accountable for the failure of all staff who fail to follow safety rules and regulations, and acceptable work practices.

Discipline those who disregard safe work practices and procedures.

### **INFORMATION PRIVACY AND SECURITY**

This associate may have access to Confidential Information (CI) and is required to be familiar with the HRCAP's Privacy policy related to the handling of CI, and follow all related procedures required to protect the privacy and security of CI.

### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty to a high standard. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION and/or EXPERIENCE**

- Bachelor's degree in Social Services, Sociology, Human Services, Psychology, or closely related field and a minimum of one year of appropriate and related experience public assistance program administration.
- Experience with program eligibility evaluation.
- Must possess experience working with public housing residents. TANF and VIEW experience preferred.
- Expertise in MS Office-Excel, PowerPoint, and Word
- Must possess and maintain a valid Virginia driver's license
- Criminal record check, driving record and credit report required for employment
- Adept at networking, building relationships, and community engagement
- Ability to work across the organization to deliver solutions that meet internal and external objectives

### **LEADERSHIP COMPETENCIES**

Initiative and Drive for Strong Results

Strong Decision-Making Skills

Business Acumen

Customer Focus

Organizational Agility

Planning and Implementation

Managing Purpose and Vision

Building Effective Teams

### **LANGUAGE SKILLS**

Ability to read, analyze, and interpret financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to effectively present information to top management, public groups, and/or boards of directors. Expertise in communications and verbal and written presentations of products and services; very strong computer presentation skills required (Prezi, PowerPoint, etc.)

### **MATHEMATICAL SKILLS**

Ability to calculate figures and amounts such as discounts, interest commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

### **REASONING ABILITY**

Ability to apply common sense understanding to carry out and solve situations with several variables. Strong analytical skills required. Ability to interpret instructions and draw conclusions based on information. Follow through skills are critical. Interpreting data and reviewing documents for accuracy is critical. Attention to detail is a must. Ability to organize thoughts, ideas and information in a presentation format is required for some duties. Strong analytical skills, able to project, tracking, and report business results

### **CERTIFICATES, LICENSES, REGISTRATIONS**

Current state driver's license, proof of current auto insurance coverage, satisfactory driving record and

working vehicle required.

### **PHYSICAL DEMANDS**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- SEDENTARY**  
Lifting up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers, and files. Walking and standing are required only occasionally
- LIGHT**  
Lifting 20 pounds maximum with frequent lifting and/or carrying objects weighing up to 10 pounds. Walking or standing to a significant degree involves sitting most of the time with a degree of pushing and pulling.
- MEDIUM**  
Lifting 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.
- HEAVY**  
Lifting 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.

### **WORK ENVIRONMENT**

There are no unusual work environment characteristics associated with performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- LIMITED**  
General office environment infrequently exposed to extreme atmospheric conditions (temperature, noise, fumes, dust, etc.)
- MODERATE**  
Occasionally exposed to extreme atmospheric conditions (temperature, noise, fumes, dust, etc.)
- HIGH**  
Frequently exposed to extreme atmospheric conditions (temperature, noise, fumes, dust, etc.)

### **WORK CONDITIONS**

N/A

### **STANDARDS FOR MEASURING PERFORMANCE**

The effectiveness of the performance of the Family Services Case Manager will be measured by the following standards:

1. Adherence to a strategic plan, the achievement of goals, the implementation of the creation of programs and activities and the attainment of budgetary targets.
2. Quality and level of employers and partners support achieved in relation to plan, timeline, and goals.

3. Quality and level of effectiveness in building community relationships among all constituent groups cited above.
4. Ability to leverage employer and partner support to advance identified community workforce initiatives.
5. Coordination with staff in planning and orchestrating HRCAP initiatives relevant to program needs and strategic direction.
6. Overall contribution to the achievement of the organization's mission and objectives.

**RECEIPT OF JOB DESCRIPTION**

I have received, reviewed and understand this job description. I further understand that I am responsible for satisfactorily performing the essential duties described in the job description. I understand the job functions may be changed from time to time. I will be able to perform the essential functions of this position with or without accommodation. I understand that if I will need an accommodation for this position, I will inform Human Resources and management of my accommodation needs.

Print Name \_\_\_\_\_

Associate Signature \_\_\_\_\_

Date \_\_\_\_\_