

I, _____, certify that I have read and understand the Qualifications and Functions of this Position Description.

Signature

Date

Position Description
Choanoke Area Development Association, Inc.

Position	CADA CARES Case Manager II	Date:	July 2020
Overtime Status	Non-Exempt	Grade:	2
Salary Range			
Site Location	Bertie, Halifax, Hertford, Martin and Northampton Counties		
Department	Community Services		
Reports to	Director of Community Services		

Qualifications:

Four-year degree in Social Work, Sociology, counseling or related field, or equivalent in experience. A genuine concern for and the ability to motivate, implement approved strategies, and assist low-income families toward solving their problems. Must have reliable transportation and be computer proficient and able to document work in web-based database.

Basic Functions:

Responsible for intensive comprehensive case management of participants in the NC CARES program for the purpose of helping low-income families improve their quality of life and address emergency needs. Must be able to enroll and maintain a total caseload of at least 50 clients/families and guide clients/families annually to self-sufficiency. Maintain proper documentation and submit reports in a timely manner. Responsible as scheduled for doing initial intake on all clients that present to CADA for services. Work includes doing an initial intake assessment of needs and referring clients to the proper program. Must maintain computerized case records accurately and in a timely manner.

Specific Functions:

1. Schedule appointments for client intake.
2. Complete applications for initial client intake.
3. Assist families impacted by COVID-19 and develop resolutions to address emergency needs.
4. Complete an initial intake assessment of client.
5. At times be proficient at providing guidance, direction and coaching from a distance to clients and their families.
6. Conduct general agency orientation so client will be aware of eligible services.
7. Verify household member information/income etc.
8. Verify all income for household members.

9. Create confidential file folders for clients to track success in the program and store in a secure location.
10. Refer client to appropriate programs and/or agencies before the close of business on the day of intake. Follow up with appropriate program and/or agency to confirm client contact with case manager.
11. Enroll eligible participants into NC CARES (Self-Sufficiency Program) as assigned.
12. Complete a needs assessment on all participants.
13. Work with the participant to design an action plan to help the participant and family to rise above poverty.
14. Provide intensive comprehensive case management in assisting participants to reach their goals.
15. Stay in contact with the participant on a bi-weekly basis with at least one face-to-face contact per quarter.
16. Regularly evaluate the progress of the participant.
17. Make adjustment to the action plan with the participant as necessary for success.
18. Update participant records within 24 hours after any contact with or on behalf of the participant. Input all information into the AR4CA web-based computer program
19. Network with local individuals and agencies as needed in performance of duties.
20. Send letters of congratulations or termination as appropriate.
21. Submit all required reports in a timely manner.
22. Coordinate services for clients to receive assistance through Emergency Food and Shelter and Energyshare programs.
23. Assist with housing and employment and emergency assistance programs. Track and monitor referrals in AR4CA system.
24. Perform other duties as assigned.