Job Description

Job Title: Case Manager I
Location: New York, NY
FLSA Status: Full Time, Non-Exempt
Classification: Professional
Department: Community Outreach Services
Program/Contract: Case Management
Reports to: Program Supervisor

Supervisory Responsibilities: Yes ☐ No ☒

Summary: The Case Manager I fulfills a vital role in how Catholic Charities' mission is represented to those in need. The primary function of this position is to provide timely and accurate information and referral to callers to the Catholic Charities Community Services (CCCS) Helpline, develop and maintain an updated and comprehensive list of resources, provide intake to walk-in clients and case management.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- **Helpline:** The CCCS Helpline is one of its most critical resources for client referrals. Unlike a traditional call center, the Helpline extends well beyond the most basic call intake and functions as a delivery source of information and services to individuals who may be experiencing a crisis.
  - Answers incoming calls to the CCCS Helpline, assesses need and provides information, referral, and/or triage as appropriate.
  - Explains the various Catholic Charities programs and provides access to services throughout the Archdiocese (NYC, the Bronx, Staten Island and the Hudson Valley) and elsewhere as relevant.
  - Develops advanced knowledge of the eligibility criteria of the various CCCS programs, liaises with department supervisors to maintain accurate information, and ensures proper triage.
  - Develops, maintains and updates a comprehensive list of Social Service referral sources and seeks to cultivate relationships with these sources.
  - Provides timely and accurate referrals to external providers as appropriate.
  - Coordinates services with various internal CCCS departments, including Preserving Housing; provides crisis intervention and access to services for clients facing eviction.

- **In-Person/Direct Service:** Unlike the Helpline, In-Person/Direct Service requires face-to-face interactions with clients. When not providing case management via the Helpline, the Case Manager I will perform In Person/Direct Service including the following
  - Provides intake and assessment to in-person clients for the Case Management Department.
  - Provides Case Management to clients from intake through case closure as appropriate.
  - Assists visually impaired clients and other special needs clients with mobility assistance.

- Administrative
Enters callers, walk-ins, and case management cases into data management systems.
- Supports the Case Management Department with administrative duties as needed.
- Completes other assignments as directed by the supervisor.

**Position Type and Expected Hours of Work:**

This is a full-time position. Days and hours of work are generally 9:00 AM to 5:00 PM Monday-Friday. Additional hours may be required to meet program deadlines, or client needs.

**Working conditions and physical demands required:**

The demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Remain in a stationary position at a work station and use a computer approximately 60% of the time.
- Remain in a stationary position at a work station for the purpose of responding to Helpline calls in real time.
- Frequently sit for long periods.
- Pack and carry bags containing food pantry/grocery type items.
- Travel for staff meetings 10% of the time using reliable transportation, traversing streets, ascending/descending stairs, and exposed to outside weather conditions.
- Traverse neighborhoods that may require a high level of alertness and awareness of surroundings.
- Work with clients who require consistent and comprehensive support, some under potentially stressful conditions.
- May be deployed to other locations on an as needed basis.

**Qualifications**

**Education and/or experience required:**

- Bachelor's degree preferred with 2 years or more experience in the social services field, or some college and 5 years' experience in the social services field.
- Bilingual, Spanish-English required.

**Skills, Licenses, and/or competencies required:**

- Knowledge of phone-based service delivery, social services systems, and local resources.
- Advanced customer service skills
  - Enthusiasm in working with people and excellent interpersonal skills
  - Awareness of challenges low income individuals face and ability to offer compassionate, patient and professional response.
- Ability to multi-task and complete assignments that often occur in a fast paced and stressful environment.
- Computer and technology proficient.
- Excellent organizational, time-management and communication skills.
- The ability to work well independently and as part of a team.