



815 S. Freedom Blvd.
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communityactionprovo.org

Title: Case Manager I, Wasatch & Summit Counties

Compensation: Range \$16.00–\$18.00/hour (depending on experience). This position is a full-time position, up to 40 hours/week, complete with medical, dental, PTO, 401(c)3, and retirement plan benefits.

POSITION SUMMARY

The case manager will work under the supervision of the family development program manager to provide emergency and supportive services to low-income persons and those experiencing housing insecurity in Summit and Wasatch counties.

RESPONSIBILITIES

The case manager, located in Summit and Wasatch counties, will work directly with the family development team to meet the needed support and emergency services. This position will collaborate with the CASFB pantry coordinators in these two counties to represent the best of Community Action Services to these counties.

The case manager is responsible for carrying out the following types of activities:

- Interview and assess clients' crises and immediate needs
- Serve as a supporting member of the family development team
- Utilize Community Action Services resources to provide assistance accordingly
- Develop plans of action and make community resources referrals
- Identify and recruit eligible participants for programs' supportive case management
- Perform follow-up and outreach visits to continue case management activities
- Teach family skill classes, facilitate self-empowerment training, and follow up with additional training materials
- Plan and facilitate family activities and document outcomes
- Efficiently and accurately document services and outcomes and enter data in a timely manner
- Reconcile reports for monitoring visits from grant coordinators
- Perform after-hour, on-call duties every three to five weeks
- Coordinate with other CASFB employees to represent the agency in solving community issues surrounding the topic of poverty
- Perform other roles and duties as assigned by program manager and directors

QUALIFICATIONS

- Minimum of two years of postsecondary education in human services or social work fields, and minimum of two years of work experience in a related position providing counseling and services to the low-income and homeless populations, OR the equivalent combination of education and experience substituting on a year-to-year basis
- Knowledge and understanding of resources available in the family development program and in the community
- Excellent written and oral communication skills
- Ability to conduct training in a professional manner
- Reliable transportation and flexibility of hours to accommodate training, outreach visits, activities, and special projects
- Ability to remain calm and professional under stressful situations
- Ability to interact and communicate well with low-income and/or homeless individuals in crisis and under extreme, stressful situations
- Ability to work well as a supporting and contributing team member
- Ability to speak and communicate in Spanish (preferred)

Community Action Services and Food Bank is an equal opportunity employer.

To apply for this position, please submit a cover letter, a resume, and references to Wendym@communityactionuc.org.

Community Action Food Bank • Home Buyer & Mortgage Counseling Services • Family Development & Support Services • Circles
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